

HS_101_LAB3

Name: Dipean Dasgupta

ID: 202151188

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Q: Please attempt the following questions based on the given video. Questions 1-3 are compulsory, and you can attempt either of two in question 4. Word limit for each question should be within 200-250 words.

1. What are the 3 reasons as to why listening is important in any negotiation or conflict?
2. How is genuine listening different from listening?
3. If listening is so important, why is it so hard to listen?
4. In your opinion, how would listening make a difference in the world?

ANSWER:

In day-to-day life, listening is the key to all effective communication. Generally, "Listening" means to give attention to a sound. But actually, the act of listening involves complex affective and behavioral process.

1)When it comes to the matter of negotiation or resolving conflict, proper listening is probably the most useful skill that a person can have in him. Firstly, it helps a person to understand what the other wants to convey. Through listening we can know what the mind of other truly wants to express and therefore can try to change his/her mind in the way we want. Secondly, it creates a bridge between the speaker and the listener. Through listening we can make the speaker believe that we are giving proper importance to his thoughts. It will then help the speaker to trust us. Finally, listening also helps to ensure that the speaker is also ready to listen to the listener. This helps to get positive feedbacks. If the listener would try to negotiate or express his opinion without listening to the speaker then more conflict would arise.

2)If we think deeply and practically, there is a huge difference between genuine listening and only listening. In case of normal listening, we hear the words and try to think in our perspective rather than that of speaker's. But in case of genuine listening, the main focus is on what the speaker wants to convey. Listener thinks keeping himself on the speaker's point of view. Genuine listening helps us to know the actual demand or need of the mind of the speaker. It helps us to understand the speaker well and properly negotiate with him. On the other hand, in case of normal listening, there are chances of miscommunication. It may also happen that we may misunderstand what actually the speaker wants to say. As a result, when we will try to put our opinion, it may create more conflict rather than ensuring a peaceful solution.

3)Although listening plays the key role in effective communication, it is very hard to properly listen to anyone. It may seem easy that it's just listening or we are just listening to the speaker. But actually, we are not listening. If we want to listen to the speaker, we have to listen to ourselves first. But in many cases, we fail to listen to ourselves. Truly speaking human mind remains distracted due to various reasons. Due to this he does not have the mental space which

is required for properly listening to the other and know what others truly want to express. Due to remaining surrounded with various thoughts, mental pressure and stress and expectations, we often do not have the proper mental ability to genuinely understand what is going on others mind. From outside, it seems easy to listen to someone, but if we go inside or think deeply then we will find listening a much difficult task. But once we succeed in listening to ourselves first, then we will find it a lot easier to listen to and understand the point of view of the speaker.

4)In my opinion, if everyone could try to listen to the speaker genuinely, then it would change the world positively to a great extent. For instance, if parents proper listen to their children, then they can properly interact and solve his physical and mental needs. On workplace also, if employees and staffs try to listen to each other properly then there would remain no conflict and the office will run smooth. Listening properly can also heal a depressed or tensed person mentally. Proper listening can also help reduce family breakdowns and divorces. If husband wife listens to each other properly and wants to know what exactly the other want, then there will be much less conflict and therefore will ensure happy married life. Any country would also be in a peaceful and prosperous state, if the leader listens to the inhabitants of the country properly. So, the simple act of genuine listening can change the future of the world.