**Chapter 4 Listening and responding**

**Listening**

* + Process of receiving, constructing meaning from and responding to spoken and/or nonverbal messages

**Types of listening**

* + Different types of listening require different types of attention from the listener
* Appreciative listening
  + Listening for enjoyment
  + Does not require as much attentive listening
* Discriminative listening
  + Listening to understand the meaning of a message
  + Listening for meaning that might not be conveyed by words
* Comprehensive listening
  + Listening to learn or remember
* Empathetic listening
  + Listening to understand the speaker’s feelings about the message
* Critical listening
  + Listening to evaluate the truthfulness or honesty of a message

**Listening process**

* Attending
  + Process of focusing on what a speaker is saying regardless of the potential distractions of other competing stimuli

Attending steps

* + Get physically ready to listen
  + Get rid of external noise distractions
  + Resist mental distractions while you listen
  + Resist interrupting others
  + Hear a person before you react
  + Observe nonverbal cues
* *Understanding*
  + Decoding a message accurately to reflect the meaning intended by the speaker

Understanding steps

* + Ask questions to gain additional information
  + Paraphrase the message to check your understanding

• content paraphrase

–one that focuses on the denotative meaning of the message

• feelings paraphrase

–response that captures the emotions attached to the content of the message

* Empathize with the speaker
  + Empathy occurs when intellectually identifying with or vicariously experiencing the feelings or attitudes of another

empathetic responsiveness

–experiencing an emotional response parallel to, and as a result observing, another person’s actual or anticipated display of emotion

• perspective taking

–imagining yourself in the place of another

–the most common form of empathizing

* Sympathetic responsiveness
  + Feeling concern, compassion or sorrow for another because of the other’s situation or plight
  + Dependent upon how well you empathize with others
  + Observation of others’ behavior
  + Ability to read nonverbal behavior

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* Remembering
  + Being able to retain information and recall it when needed

Repeat the information

* + Repetition helps with reinforcement of information
  + Helps store information in long-term memory

Construct mnemonics

* + Artificial technique used as a memory device

Take notes

* + Powerful tool when needing to recall information that is important
* Evaluating

Analyze facts to determine if they are true

* + Factual statements can be verified or proven

Test inferences to determine whether they are valid

* + Inferences are statements made by the speaker that are based on facts or observations
  + What are the facts to support this inference
  + Is this information really central to the inference
  + Are there other facts that would contradict this inference
  + Critical listening separates facts from inferences
* Responding

Guidelines for responses that offer emotional support

* + Supportive messages are comforting statements that have a goal to reassure, encourage, soothe or cheer up the speaker

Guidelines for responses that demonstrate respect when you disagree with someone

* + Use specific examples to point out areas of disagreement and areas for improvement