

A person with dark hair, wearing large black headphones and a black top, is shown from the chest up. They are holding a silver laptop with both hands. The background is a blurred city skyline at night, with lights from buildings visible. The entire image has a dark, muted color palette.

IS3103 Information Systems and Leadership Communication

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Summary

3 skills:

Listening

Questioning

Assertive



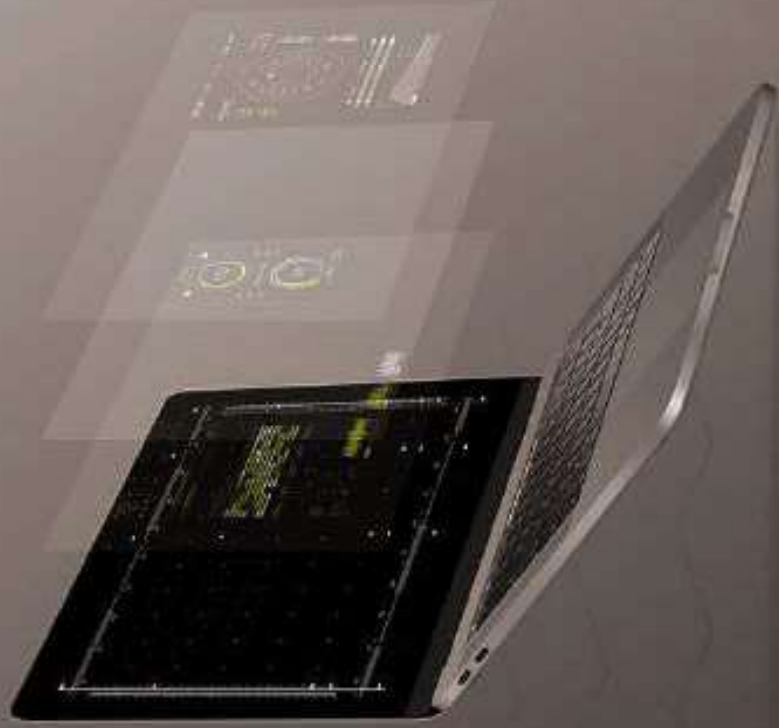
LISTENING SKILLS



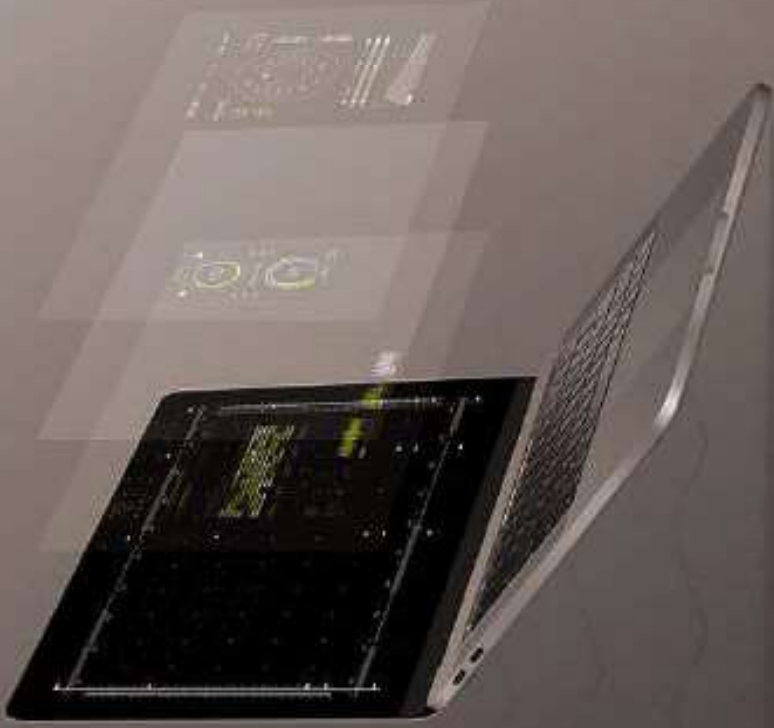
Why do we listen?

To listen effectively, we
need to STOP talking
(physically and mentally).
Listening is an ACTIVE
process.

In any interaction,
remember that **BOTH** the
speaker **AND** receiver play
important and
interdependent roles to
ensure that the message is
received **as intended**.



Each listening situation is
NEW. It is BOTH the
listener's and speaker's
responsibilities to make the
best of it.

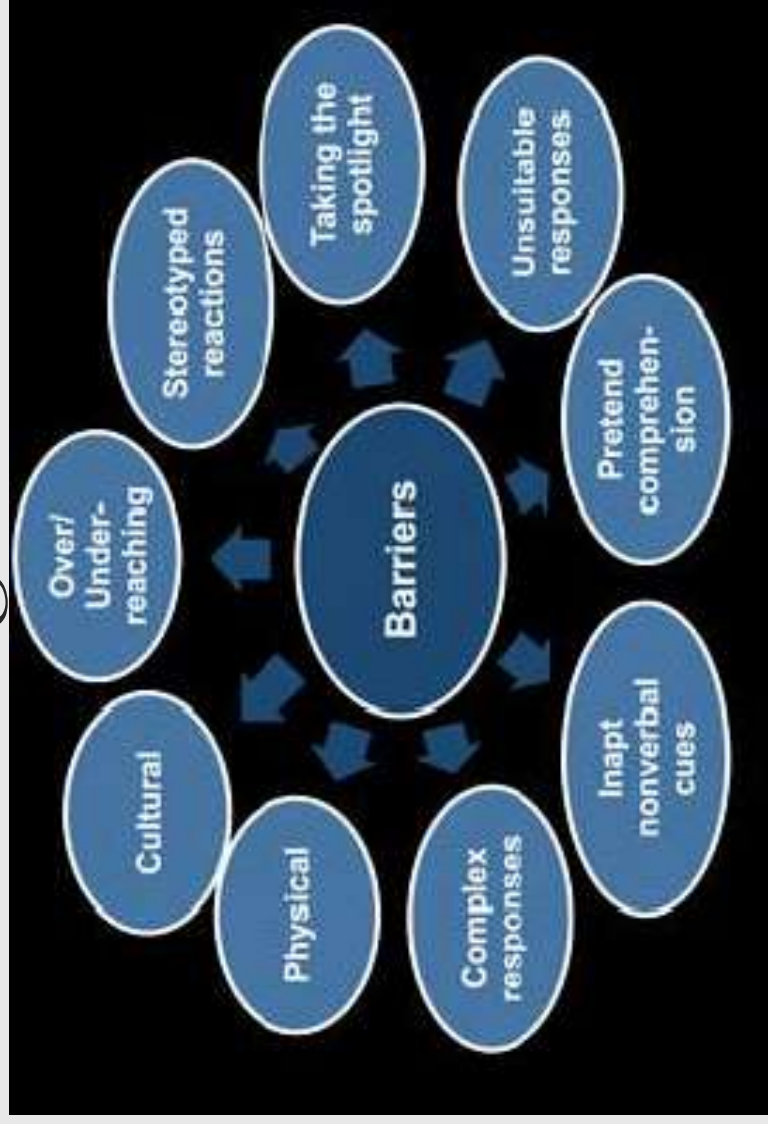


Some pointers for pre-listening stage

1. Make sure you have time.
2. Check your posture-show you are interested and invested in the interaction.
3. Check your breathing- are you calm?
4. Be aware of pain – ignoring this can affect your reception of msg.
5. Is the setting conducive?
6. Assign tasks if in a group – listen for specific segments
7. Identify mental barriers.
8. Be prepared to take notes.

What are some barriers to listening?

Barriers to listening



<http://www.free-management-ebooks.com/faqcm/active-01.htm>

4 Barriers to listening - from a different angle

1. Noise

- a) Physical- can be environment, people ...
- b) Psychological- inner mental chatter, attraction to speaker
- c) Physiological- feeling hungry, cold, warm...
- d) Semantic- unclear of speaker's word choice, language

4 Barriers to listening - from a different angle

2. Attention span

As a speaker you need to be aware of this. So include pauses, movements, use vocal variety and visuals to enhance your presentation. More importantly, ensure your content is relevant, interesting and important to your audience.

4 Barriers to listening - from a different angle

3. Receiver Bias – with the speaker, the topic, your opinions

As a listener, check if this is preventing you from receiving the message.

As a speaker, ensure that you have done a thorough audience analysis.

A good leader is more receptive to new ideas/opinions.

4 Barriers to listening - from a different angle

4. Listening or receiver apprehension

- Fear that you may not be able to understand/can't cope with content.
- The more an audience is apprehensive, the higher their apprehension.

As a speaker, if you are aware of this, you would take efforts to simplify, and make your content more relatable.

4 orientations/types of listening

People

- Focus is more on the speaker than the msg

Action

- “Just tell me what I need to do.”
- Not interested in details, evidence, explanation

Content

- Interested in msg- is it relevant? Important? Accurate?

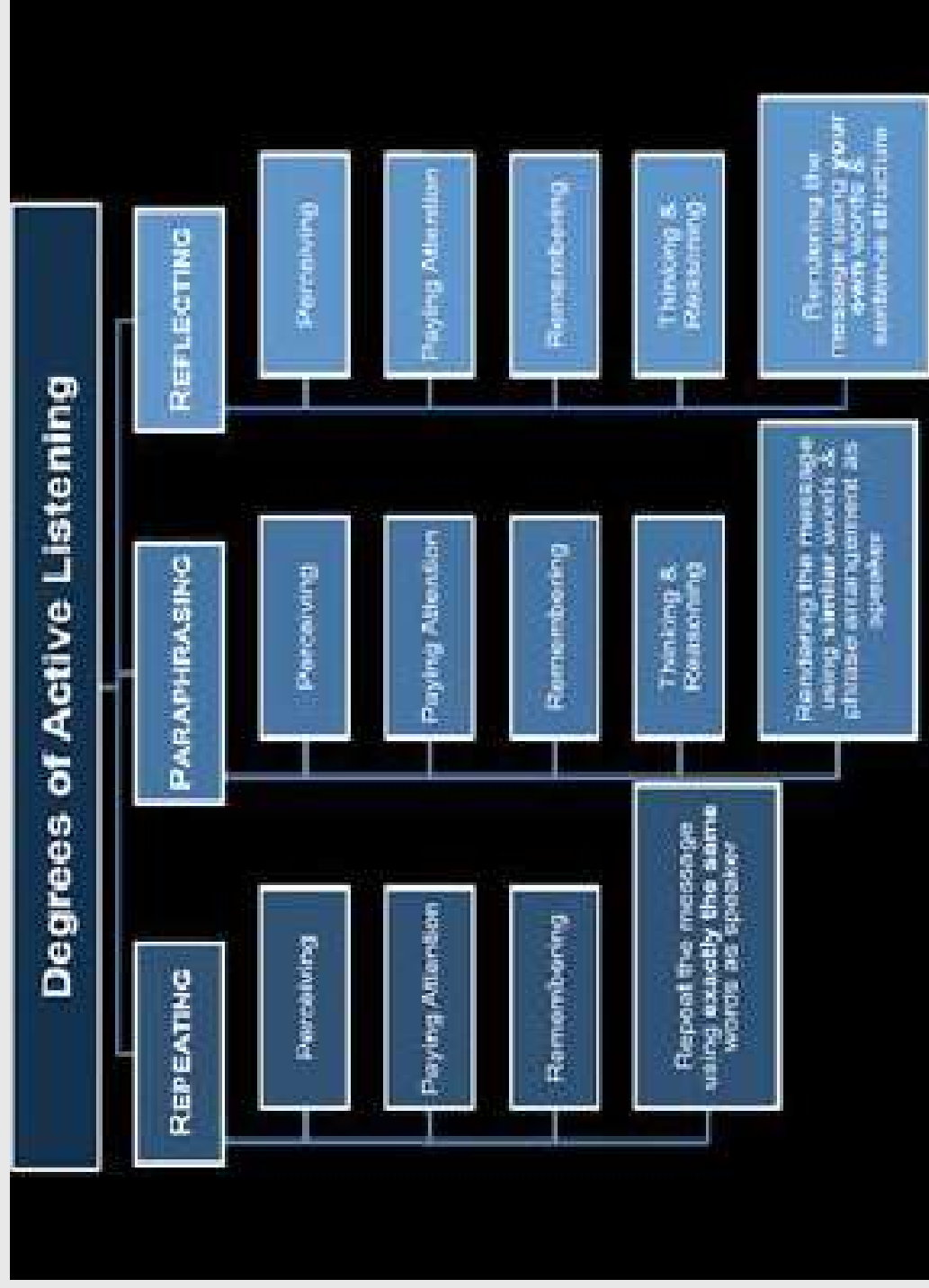
Time

- Get to the point
- Impatient, can be rude, may have short attention span, might have limited commitments in the context



Photo by [Christina Morillo](#) from [Pexels](#)

How can you
practice
effective
listening skills?



Active Listening skills

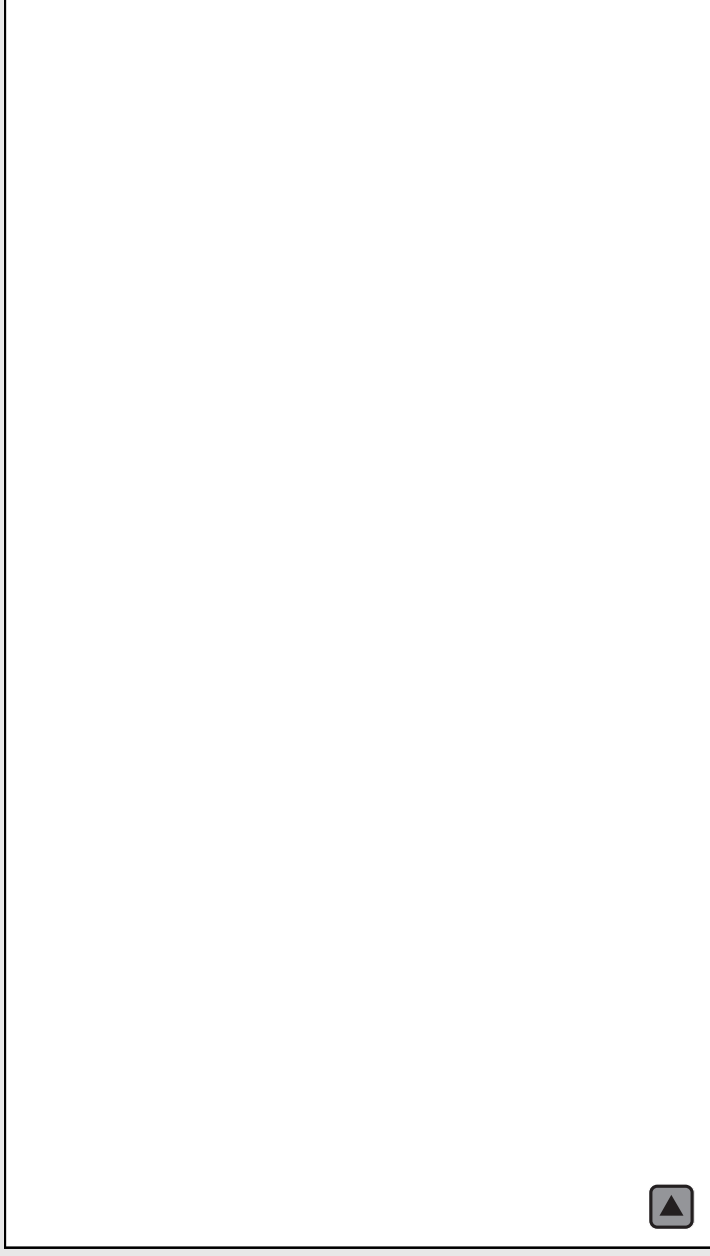
Beebe, Beebe, and IvyBeebe, S.A., Beebe, S.J., & Ivy, D.K. (2007). *Communication: Principles for a lifetime* (3rd ed.). Boston: Pearson.

“social decentering”

Waldeck, Kearney, and PlaxWaldeck, J. H., Kearney, P., & Plax, T. (2013). *Business & professional communication in a digital age*. Boston: Wadsworth.

**“sender-receiver
reciprocity”**

Watch the video to find out more on 5 ways to listen better by Julian Treasure



https://www.ted.com/talks/julian_treasure_5_ways_to_listen_better?utm_campaign=tedspread&utm_medium=referral&utm_source=tedcomshare

Dos and Don'ts of Listening

Dos

- Know the purpose, the speaker, the context
- Listen for main ideas and sum mentally or jot it down occasionally. Differentiate main points from opinions, supplementary points
- Prompt, ask interactive qns, comment- when applicable
- Listen with your EYES- look for non-verbal cues
- Show interest, that you are there
- Be judicious with interruptions
- Paraphrase if needed
- Allow silence

Don'ts

- Allow listening to be a one-way road/ dead end/ no reactions
- Let others' listening behaviors influence yours
- Give rude remarks, put down, interrupt excessively
- Pose counterfeit qns or hostile statements that are masked as qns.
- Allow speaker's tone/disposition to influence your interpretation or reaction of the msg
- Express your interpretation excessively

Be aware that displaying these show LOW levels of EI and SA

Active Listening in a nutshell....

Improves your
communication
skills.

Involves listening
for meaning, not
just listening to
the words that are
spoken.

Requires you to
be neutral, non-
judgmental, and
fully engaged
throughout the
conversation.

Demonstrates
undivided
attention,
encourages the
recipient party to
continue
speaking.

Helps build
rapport and
understanding
between you and
the speaker(s).



QUESTIONING SKILLS



<https://www.youtube.com/watch?v=ImfU12epYcI>

- Watch the video
- Do you use other types of questions?

8 Types of Questioning Skills

1. Closed – Y/N response
2. Open
3. Leading or Loaded - influence people's thinking or want to draw out a certain answer from someone

Do you think it would have been better to...?

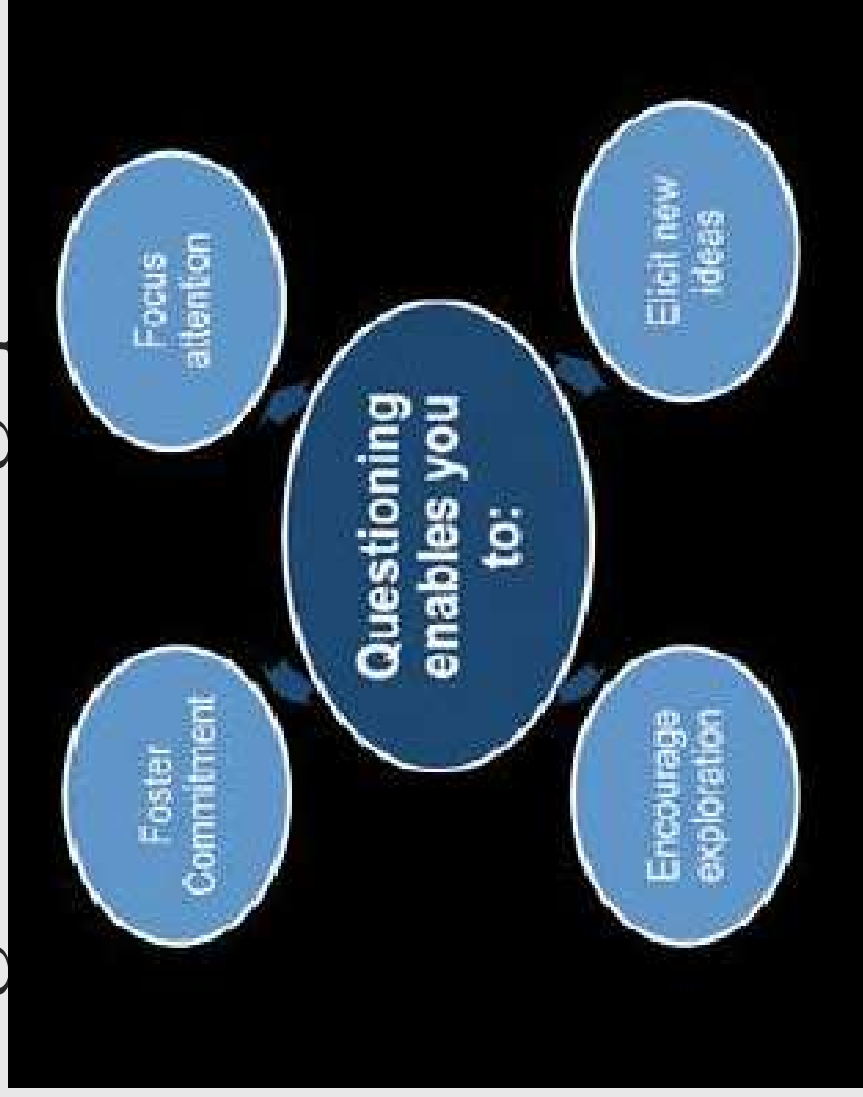
Should we have signed up for the course?

4. Probing- uncover details
5. Recall and processed

You said we misunderstood you. Why did you say that?

6. Funnell – general to precise
7. Rhetorical
8. Paraphrase

Advantages of asking questions





ASSERTTIVENESS

Being assertive

Being assertive means being self-aware of your rights and that of others and being respectful in articulating your thoughts to others.

Assertiveness is present where there is **high self-awareness- for self AND others, EI, self-worth, listening skills, good questioning skills...**

Other ways to be **more** assertive?

Practice, practice, practice

Be courageous

Responsible

Confident

Clear communication skills

Fair and just

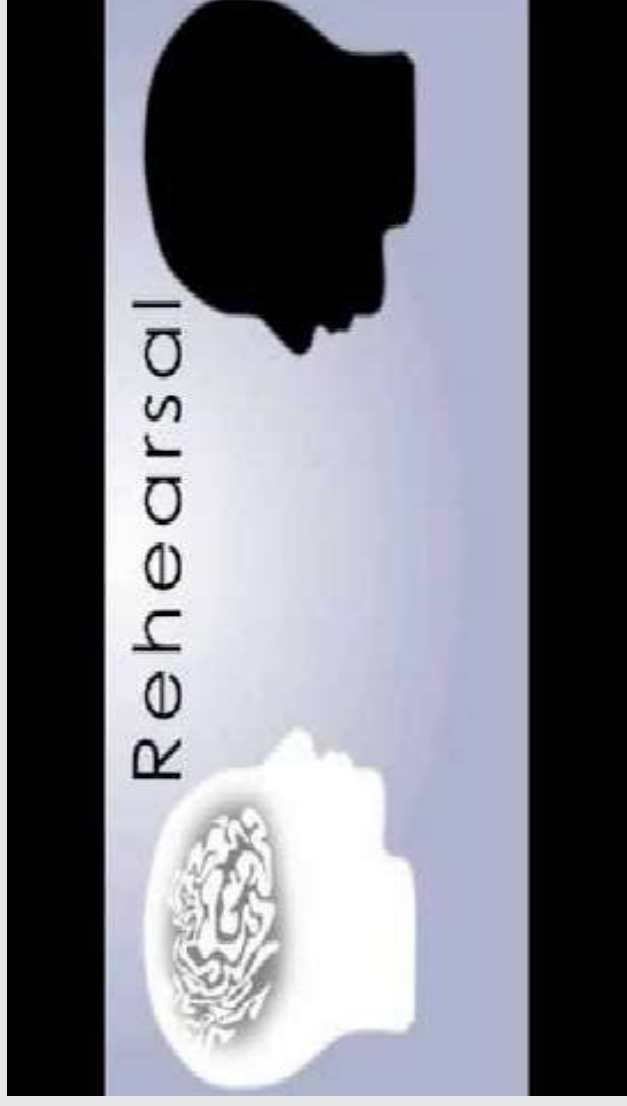
Accept mistakes/differences

Grateful

Broad-minded/growth mindset- there's always something new to learn

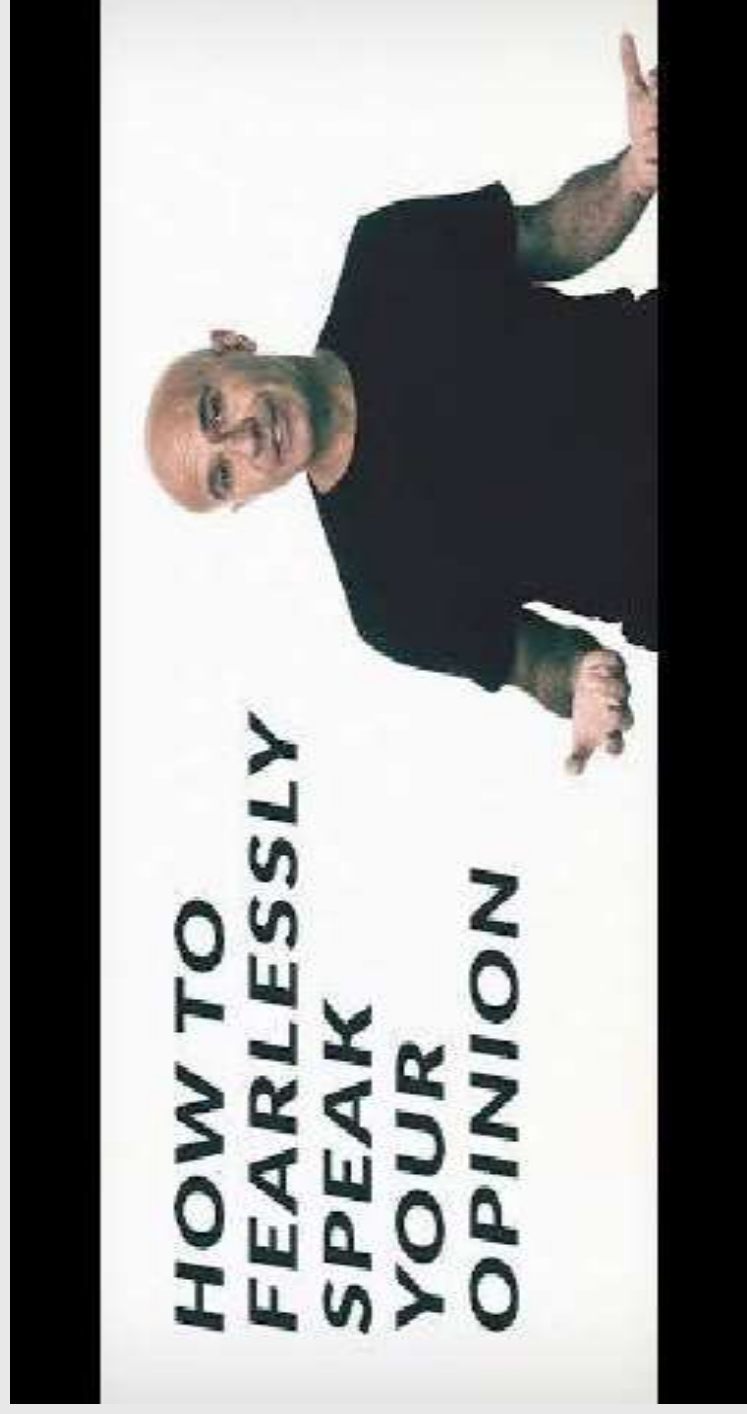
Any others?

Watch this video on how to be assertive in 3 steps



<https://youtu.be/ubSL1tFmgDc>

Related to being assertive is finding your voice. Watch this video by Robin Sharma.



https://www.youtube.com/watch?v=9v1071hD_j8

1hD_j8

Summary

3 skills:

Listening

Questioning

Assertiveness