

MODULE 1

Introduction to Communication

Topic/s

- **The Importance of Listening**
- **Listening Types**
- **The Three Basic Listening Models**
- **Barriers to Listening**

Intended Learning Objective/s

- **to discuss how effective listening affects social processes**
- **to share perspectives as how listening promotes understanding among different individuals, cultures, religions, races, genders, age brackets, socio-economic classes, nationality, etc.**
- **to reflect on their experiences with good and bad listeners.**

Activity & Analysis

Listening is a fundamental skill with broad-reaching importance. It forms the basis of effective communication.

Today, I want you to watch the TED Talk titled "**5 Ways to Listen Better**" by **Julian Treasure**. Pay attention to the speaker's main points and strategies for becoming a better listener.

Write a summary in your own words, and put emphasis on the main takeaways that stood out to you. Include your personal thoughts and reflections on the topic and relate them to your experiences and how this affects social processes.

**Discussion Forum in Canvas*

Abstraction

Listening



Listening

VS



Hearing

Abstraction

Hearing

- ✓ **Passive**
- ✓ **Physical**
- ✓ **Involuntary**
- ✓ **Sensory Input**

Listening

- ✓ **Active**
- ✓ **Mental**
- ✓ **Selective**
- ✓ **Intentional**

Abstraction

The main purposes of listening are (Hargie, 2011)

- **to *focus on messages* sent by other people or noises coming from our surroundings;**
- **to better our *understanding* of other people's communication;**
- **to *critically evaluate* other people's messages;**
- **to *monitor nonverbal signals*;**
- **to indicate that we are *interested or paying attention*;**
- **to *empathize* with others and show we care for them (relational maintenance); and**
- **to *engage* in negotiation, dialogue, or other exchanges that result in shared understanding of or agreement on an issue.**

Abstraction

Listening has different jobs depending on the situation. How we listen affects how people respond to us.

Listening Type	Short Definition	Examples
Discriminative Listening	Focused on detecting specific sounds or cues.	Hearing a baby's cry in a noisy restaurant. Identifying a friend's voice in a crowd.
Informative Listening	Gathering information and facts from a speaker.	Taking notes during a lecture. Listening to the news for updates.
Critical Listening	Evaluating and analyzing the speaker's message.	Assessing the credibility of a political speech. Analyzing a scientific argument.
Empathetic Listening	Understanding and sharing the speaker's feelings.	Comforting a friend who's going through a breakup. Supporting someone during a difficult time.
Appreciative Listening	Enjoying and savoring the sounds or messages.	Listening to music for pure enjoyment. Appreciating a captivating storytelling podcast.

Abstraction


There are three main ways people listen, and how they feel can affect which one they use. You might use all three depending on who you're talking to, what you're talking about, and how you're feeling.

Listening Model	Definition/Function	Example
Competitive or Combative Listening	<ul style="list-style-type: none">• Focuses on pushing one's own view or opinion.• Often involves waiting to respond rather than truly listening.• Hinders open-mindedness.	<ul style="list-style-type: none">• During a heated debate, you're more focused on proving your point than understanding the other person's argument.
Passive, Attentive Listening	<ul style="list-style-type: none">• Demonstrates genuine interest in what the speaker is saying.• Understands the speaker's points but remains passive in response.	<ul style="list-style-type: none">• Attending a lecture where you're actively listening to the professor's explanations without interrupting with questions.
Active, Reflective Listening	<ul style="list-style-type: none">• Actively listens and comprehends the speaker's message.• Engages by restating or sharing back information to show attentiveness and involvement.	<ul style="list-style-type: none">• During a conversation with a friend who's sharing a personal story, you reflect their feelings and summarize what they said before sharing your own experiences.

Abstraction

Barriers to listening are things that can get in the way of effective communication when someone is trying to listen. These barriers can make it difficult to understand and respond to what someone is saying. Here are some common barriers to listening:

Barrier	Definition/Description	Example
Noise	Physical sounds or background noise that disrupts listening.	Trying to listen to a lecture with construction noise outside the window.
Distractions	External factors or interruptions that divert your attention.	Checking your phone notifications during a conversation with a friend.
Preoccupation	Mental preoccupations or personal concerns that occupy your mind.	Thinking about an upcoming exam while your teacher is explaining a new concept.
Bias or Prejudice	Personal biases or preconceived notions affecting perception.	Assuming someone is not credible based on their appearance before hearing their argument.
Lack of Interest	Disinterest in the topic, leading to passive or inattentive listening.	Daydreaming during a lecture about a subject you find uninteresting.
Information Overload	Excessive information that overwhelms your ability to process it.	Attending a conference with back-to-back sessions and absorbing too much content.
Language Barriers	Differences in language or vocabulary hindering comprehension.	Struggling to understand a speaker using complex technical jargon.
Emotional Barriers	Strong emotions like anger or stress affecting listening objectivity.	Reacting emotionally to criticism instead of listening to the constructive feedback.
Cultural Differences	Variations in cultural norms and communication styles causing misunderstandings.	Misinterpreting a gesture as rude due to cultural differences.
Assumptions	Making unfounded assumptions about the speaker's intended message.	Assuming you know what someone means without asking for clarification.



“Listening is not just about hearing words but understanding feelings, intentions, and the unspoken. It's the key to unlocking meaningful connections with others.”