LISTENING SKILLS

Semester 3 - Professional Communication Skills

(303193203)

Topics to be Covered

Learning Objectives

- Understand what listening is and why it matters.

- Differentiate between hearing and listening.

- Identify types of listening.

- Recognize common barriers to effective listening.

- Apply strategies to improve listening skills.

- Relate listening skills to engineering contexts.

Introduction

- **Definition:** "Listening is an active process of receiving and interpreting spoken (and sometimes non-verbal) messages."

- Requires attention, interpretation, evaluation, and response.

- **Quote:** "Listening is an art that requires attention over talent, spirit over ego, others over self." — Dean Jackson
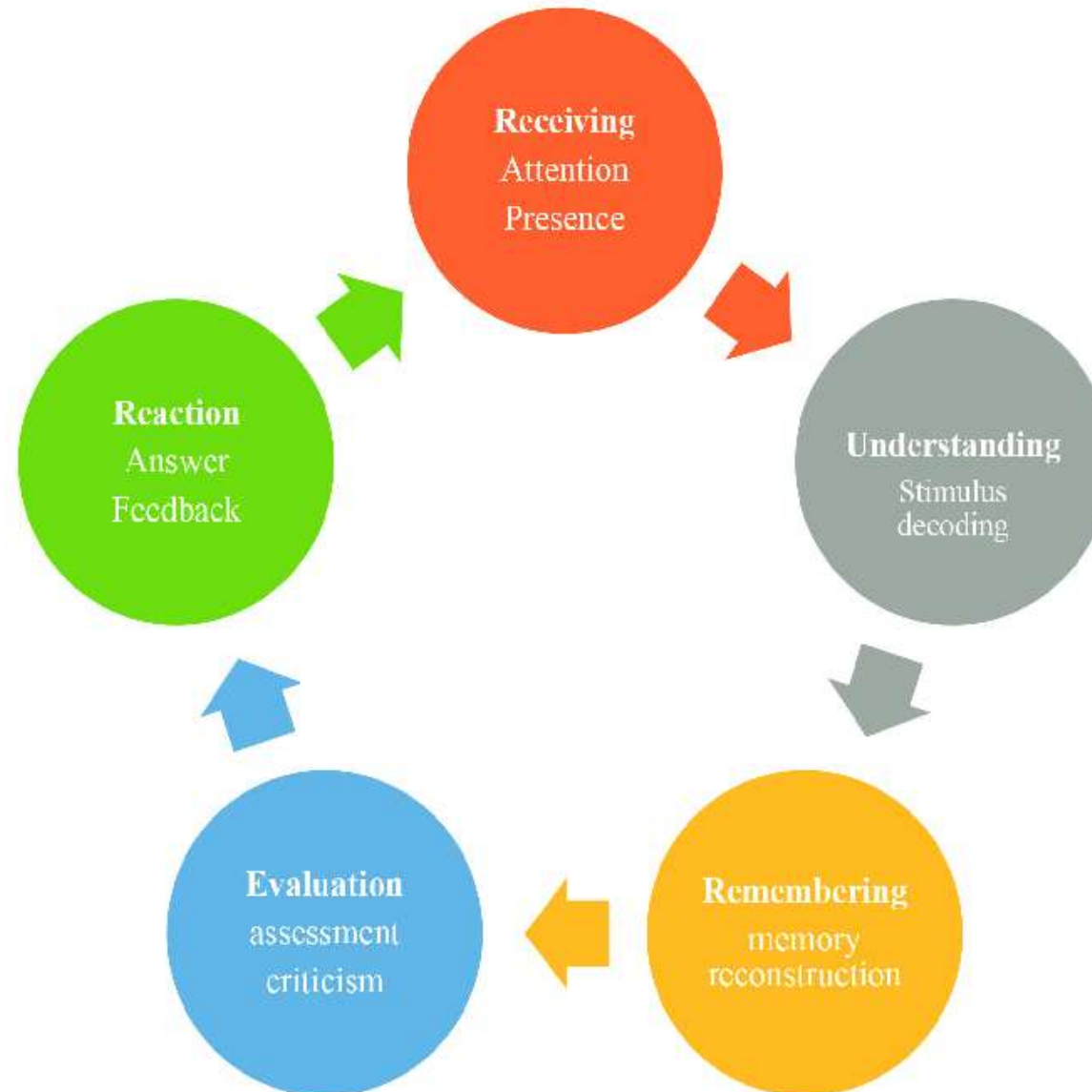
Listening vs Hearing

Feature	Hearing	Listening
Nature	Passive	Active
Focus	Sound	Meaning
Involves	Ears only	Ears, mind, attention
Outcome	No action required	Requires response

Why Are Listening Skills Important for Engineers?

- **Team Collaboration:** Understanding ideas and viewpoints.
- **Client Communication:** Grasping requirements accurately.
- **Project Management:** Following instructions and timelines.
- **Safety:** Listening to safety protocols.
- **Learning:** Absorbing complex technical content.

The Process of Listening

Barriers to Effective Listening

- **Physical Barriers:** Noise, distance, poor audio.

- **Psychological Barriers:** Stress, preconceptions.

- **Semantic Barriers:** Jargon, unfamiliar words.

- **Language Barriers:** Accent, proficiency.

- **Emotional Barriers:** Anger, anxiety, defensiveness.

Common Mistakes in Listening

- Finishing others' sentences

- Assuming you know what the speaker means

- Getting distracted by speaker's style

- Letting emotions cloud understanding

Strategies to Improve Listening

- Practice **active listening**.
- Maintain **eye contact** and body posture.
- Avoid **interruptions**.
- Use **paraphrasing and summarizing**.
- Take **structured notes**.
- Be **empathetic** and respectful.
- Control **internal distractions**.

Listening in Professional Settings

Situation	Skill Needed
Team discussions	Comprehensive, Critical
Client meetings	Empathic, Discriminative
Code review sessions	Critical
Safety briefings	Comprehensive
Technical lectures	Comprehensive

Summary

- Listening is a **learned skill**, not an automatic process.
- Crucial for **engineering communication and safety**.
- Barriers can be **overcome** with awareness and effort.
- Use active and critical listening in professional situations.

- Quote to End With:

"Most people do not listen with the intent to understand; they listen with the intent to reply." — Stephen R. Covey

Learning Outcomes

- **Define** listening and distinguish it from hearing.
- **Identify** different types of listening and their applications.
- **Recognize** common barriers to effective listening in academic and professional settings.
- **Apply** active listening strategies to improve comprehension and communication.
- **Evaluate** the importance of listening skills in engineering teamwork, client interactions, and safety.
- **Demonstrate** improved listening through class activities and real-world scenarios.

Thank You