

22/2/23

## 1 - Listening Skills ..

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1.1) What is Active Listening process?

- Ans →
- The receiver receives the sounds
  - The receiver recognizes the sounds
  - the receiver understands them
  - The receiver interprets them in the context
  - The receiver derives the meaning
  - The receiver responds to the message.

2.1) What are the types of listening?

Ans 1 i) Discriminative listening :-

- When listener discriminates the sounds while listening, it is called discriminative listening.
- It is the first stage of listening.
- A person recognizes the sounds and identifies the speaker.
- This is easier when one uses mother tongue.

ii) Comprehensive listening :-

- When the listener comprehends the message while listening, it is called comprehensive listening.

- Primary purpose is to understand the message, sent by sender.

- also called the second stage of listening.

- Good vocabulary, understanding of grammar and syntax are some important factors for successful comprehensive listening.

- it is also known as 'Content' or 'Informative' listening.

???) Empathetic Listening :-

- Empathy means to go beyond the sympathy.

- It is to feel what the speaker has gone through and is sharing.

- Here, listener enters into the world of the speaker and sees, feels and hears what the speaker sees, feels and hears.

- Purpose of this listening is to help the speaker to get healed, learn and develop.

- This type of listening is curative in nature so it is also known as 'therapeutic' listening.

#### iv) Appreciative listening :-

- The objective of this type of listening is to enjoy whatever one is listening.
- When someone is watching a movie, a play or a T.V. show and is enjoying the process, we can say that he or she is doing appreciative listening.
- It requires liking, understanding and taste for the particular thing.
- Sometimes, that is enjoyed by the one listener may not be enjoyed by the other.

#### v) Critical listening :-

- When the listener forms an opinion or a judgement by evaluating the message, it is called critical listening.
- The listener is expected to reply critically while giving feedback.
- It is essential for decision making.
- Used when the listener needs to verify whether the speaker is speaking truth or not.
- It is also known as 'Interpretative' or 'Evaluative' or 'Judgemental' listening.



3.) Differentiate: Hearing and listening

Hearing	Listening
<ul style="list-style-type: none"> <li>• It is a physical act</li> <li>• It is passive</li> <li>• Does not require a conscious effort.</li> <li>• Involuntary</li> </ul>	<ul style="list-style-type: none"> <li>• It is psychological act</li> <li>• It is active</li> <li>• Require a conscious effort.</li> <li>• Voluntary</li> </ul>

4.) What is Effective listening process?

Ans-4) Effective listening is the process of analyzing sounds, organizing them into recognizable patterns, interpreting the patterns and understanding the message by inferring the meaning.

5.) What are the barriers of effective listening?

Ans-5) Barriers of listening are divided into three categories:-

1.) Barriers caused by the speaker:-

- Boring Speaker
- Uninteresting message
- Incomprehensible message

- unorganized speech.

99) Barriers caused by the listener :-

- Believing more knowledgeable than the speaker
- Believing pre-occupied with something else than the speech.
- Not having necessary vocabulary
- Having selective listening.
- Formulating reply while listening

99) Barriers caused by the environment :-

- Noise of vehicles, marriage processions, etc.
- Buzzing among the audience.
- uncomfortable or inappropriate seating arrangements.

6.) What are the traits of Good listener?

Ans) Looks for the idea being presented

- Listens with a mind and not overcome by emotions
- concentrate on what the speaker says.

- Understands and accepts the speaker's Pov.
- Reflects on the content of the speaker and summarizes the main points
- Gives Constructive feed back.

7.) What is Ethos?

Ans → • It is concerned with reliability, sincerity and trustworthiness of a speaker.

- while listening to a person, one needs to ~~concern~~ confirm the credibility of a speaker.

- Credibility depends on two things - Expertise and Trustworthiness.

8.) ~~log~~ What is Logos?

Ans → Logical Arguments of thoughts are known as Logos.

- A critical listener expects logically organized thoughts and well constructed arguments from the speaker.

9.) What is Pathos?

Ans → • The speaker would try to appeal to emotions of psychology of the listener.

- The speaker may target either the spirit of



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adventure, need for safety, feeling of  
guilt, desire for power, quality of  
being generous or ability for creativity of  
the listener.