

# Listening Skills

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Page No.:						YOUVA
Date:						

## \* Hearing:-

⇒ Hearing is a physical act. that means i.e., it is a process of receiving sounds.

## \* Listening:-

→ It is a process of receiving sounds, understand it and then give response to the message.

Q=1) Difference between hearing and listening.

Ans:-

### Hearing

- It is a process of receiving sound.

- It is a physical act.

- In hearing, attention is not required.

- E.g.:- Noise of the fan.

- Unwanted noise from outside

### Listening

- It is a process of receiving sound, understand and giving response to it.

- It is a psychological process.

- In listening, attention is required.

- While attending lectures, seminar, webinar, meeting.

Q=2) What is effective listening process? (Active listening process)

Ans:-

- The receiver receives the sounds

- The receiver recognizes them.

- The receiver understands them.

- The receiver interprets them in the context.

- The receiver derives the meaning.

- The receiver responds to the message.



Q-3) What are the types of effective listening?

Ans:

#### \* Discriminative listening:

- When the listener discriminates the sounds while listening, it's called discriminative listening.
- It is the first stage of listening.
- It is all about distinguishing between sounds and individual words.
- This is easier when one uses mother tongue.

#### \* Comprehensive listening:

- When the listener comprehends the message while listening, it is called comprehensive listening.
- Purpose of this listening is to understand the message sent by the ~~user~~ sender.
- It's also called second stage of listening.
- It's also known as 'Content' or 'Informative listening'.

#### \* Empathic listening:

- Empathy means to go beyond sympathy.
- It is to feel the speaker has gone through and is sharing.
- Purpose of this listening is to help the speaker to get healed, learn and develop.
- Listener should have understanding of para language and non-verbal signals.
- It is also known as 'therapeutic' listening.

#### \* Appreciative listening:

- The objective of this type of listening is to enjoy whatever one is listening.
- When watching a movie, a play or a T.V. show and is someone 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.

#### \* 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 used when the listener needs to verify whether the speaker is speaking truth or not.
- It's also known as Interpretative or evaluative or Judgemental listening.

#### 4) What are the traits of good listener?

- Looks for the idea being presented.
- Listens with a mind and not overcome by emotions.
- Concentrates and accepts the speaker's point of view.
- Note down the points he or she disagrees to and queries later on.
- Reflects on the content of the speaker and summarizes the main points.
- Listens with receptive mind.
- Gives constructive feedback.
- Maintains comfortable eye contact.
- Gives vocalized cues like 'I see', 'I agree' etc.
- Doing pseudo listening while listening to elderly person.



Q=5) What are the barriers of listening: caused by the speaker?

Ans:- \* Caused by the speaker:-

- Boring speaker
- Uninteresting message.
- Unorganized speech.
- Monotonous delivery.
- Incomprehensible message.

\* Caused by the listener:-

- Believing more knowledgeable than speaker.
- Not having necessary vocabulary.
- Having selective listening.
- Formulating reply while listening.
- Paying more interest to the speaker than the speech.
- Keeping the T.V. on while talking to someone.
- Being pre-occupied with something else than the speech.
- Listening without understanding cultural differences.
- Excessive feeling of love, hatred, ~~exc~~ excitement, anxiousness or happiness.

\* Caused by the environment:-

- Buzzing among the audience.
- Noise of vehicles, marriage procession passing by, etc.
- Effect of seasons.
- Uncomfortable or inappropriate seating arrangement.

Q=6) What is Ethos?

Ans:- - It is concerned with reliability, sincerity and trustworthiness of the speaker.

- While listening, one needs to confirm credibility of speaker.
- listener will show positive behaviour if the speaker is found credible.