



# Business Communication (HS-218)

*Week 6 (Recorded Lecture Part 2)*

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# Recap of Lecture 4 (Part 2)



## Types of Listening

Participatory Listening  
Passive Listening  
Surface Listening  
Deep Listening  
Non-judgmental Listening  
Judgmental Listening  
Empathic Listening  
Objective Listening

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# Barriers of Listening

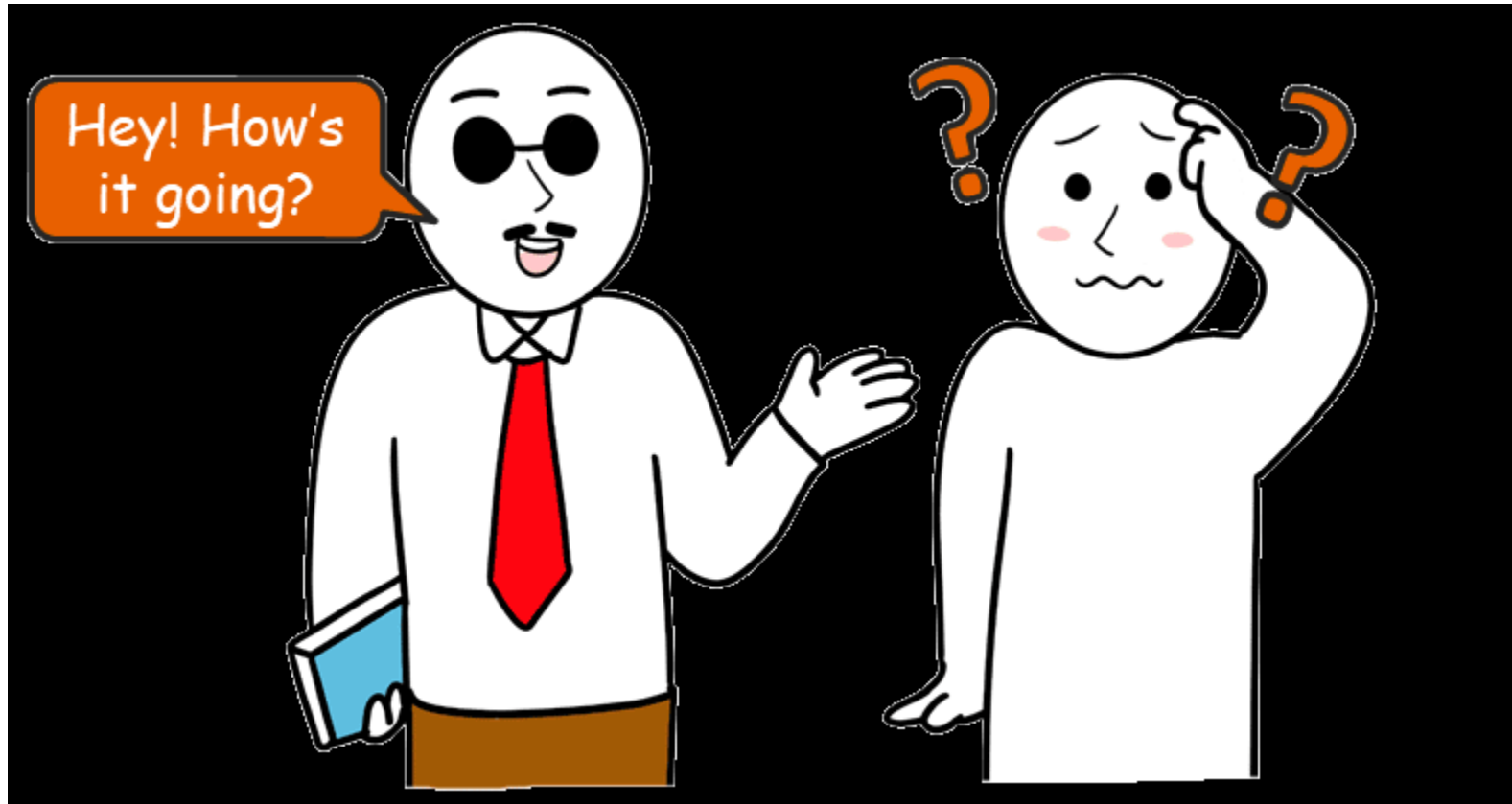
Low Concentration  
Lack of Prioritization  
Poor Judgement  
Focusing on style rather than Substance  
Cultural Barriers  
Gender Barriers  
Technology Barriers

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# Low Concentration

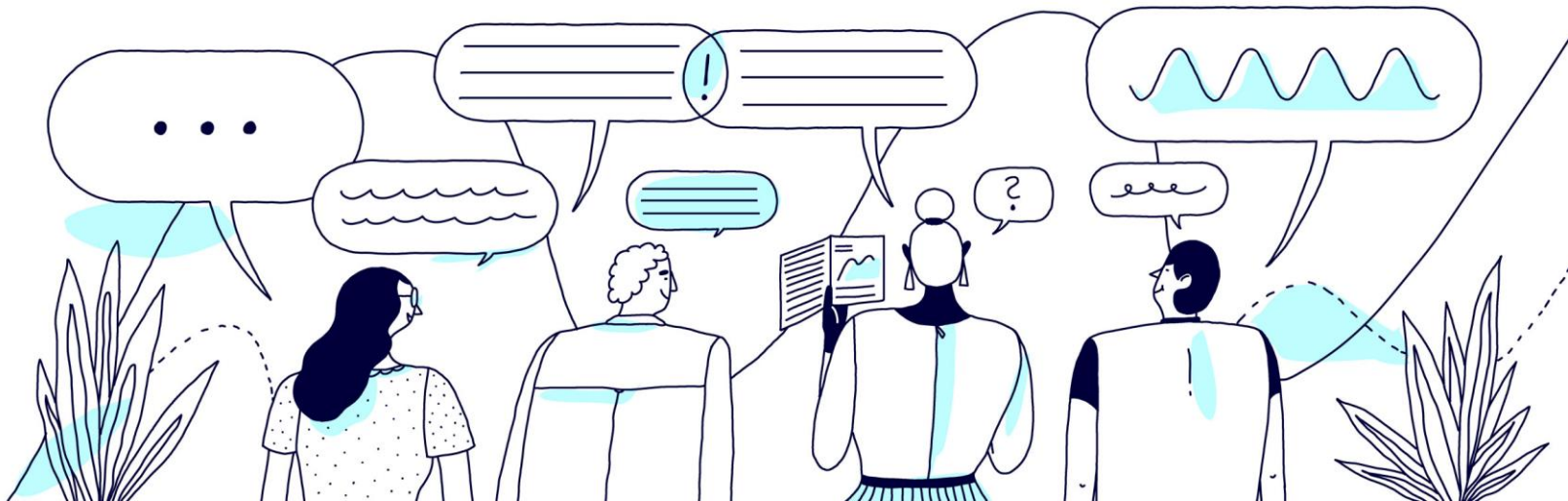


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# Lack of Prioritization



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# Poor Judgement



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# Focusing on style rather than Substance



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# Culture



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# Gender



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# Technology



ONLINE CONFERENCE



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# Other Barriers of Listening



Physiological Barriers  
Physical Barriers  
Attitudinal Barriers  
Wrong Assumptions  
Lack of Training  
Bad Listening Habits

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Effective Communication  
Fewer Misunderstandings  
Improved Relationships  
Personal Growth

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# Common Listening Mistakes



1. Interrupting the speaker
2. Completing the speakers sentences in advance
3. Dominating conversations

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# Ways to Improve Listening



- Face the speaker
- Maintain eye contact
- Minimize external distractions
- Respond appropriately
- Focus solely on what the speaker is saying
- Minimize internal distractions
- Keep an open mind
- Avoid letting the speaker know how you handled a similar situation
- Engage yourself

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# Any Questions?



**If you have any questions regarding this Part of Recorded Lecture i.e. “Barriers of Listening”, you can ask in the live session at your scheduled live session timings.**

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# Thank you

