

## Business Communication (HS-218)

Week 5(Recorded Lecture 2)

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## Listening Importance of Listening Process of Listening



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### Listening



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

#### Hearing

- Accidental
- Involuntary
- Effortless

#### Listening

- Focused
- Voluntary
- Intentional

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## **Objectives of Listening**



To learn

To increase one's understanding

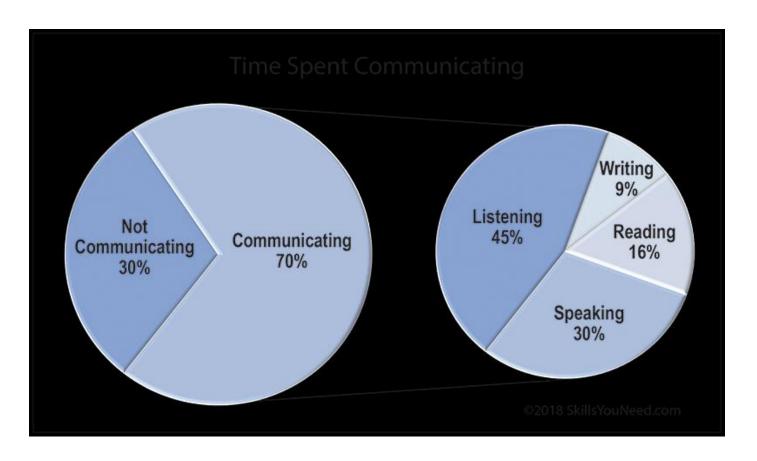
To advise or counsel

To relieve one's boredom or stress

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## **Importance of Listening**





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## **Mechanics of Listening**

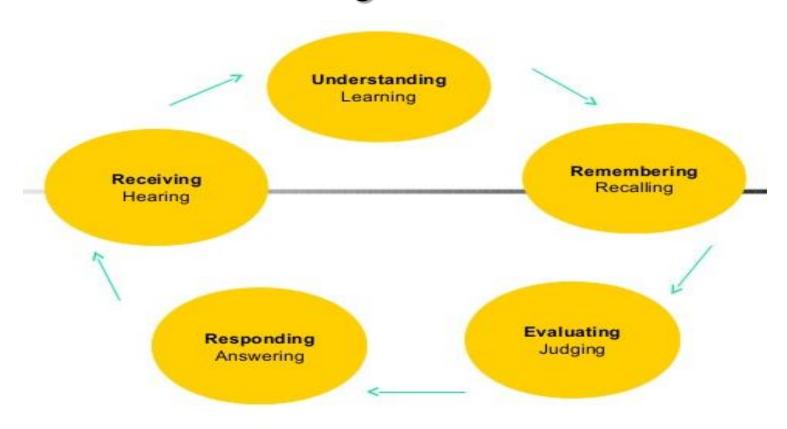


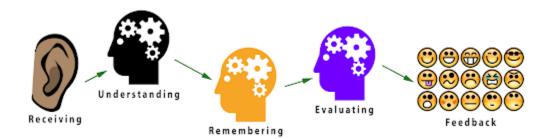
- Discriminating between sounds
- Recognizing words and understanding their meaning
- •Identifying grammatical groupings of words
- •Identifying expressions and sets of utterances that act to create meaning
- •Connecting linguistic cues to non-linguistic and paralinguistic cues
- Using background knowledge to predict and to confirm meaning
- Recalling important words and ideas

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## **Process of Listening**







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## Receiving





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## Understanding







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## Remembering







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## **Evaluating**







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## Responding





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## **Any Questions?**



If you have any questions regarding this Part 1 of Recorded Lecture i.e. "Process of Listening", you can ask in the live session at your scheduled live session timings.

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