



Business Communication (HS-218)

Week 6 (Recorded Lecture 1)

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Listening

Importance of Listening

Process of Listening



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Types of Listening

- i. Participatory Listening
- ii. Passive Listening
- iii. Surface Listening
- iv. Deep Listening
- v. Non-judgmental Listening
- vi. Judgmental Listening
- vii. Empathic Listening
- viii. Objective Listening
- ix. Discriminative Listening
- x. Content Listening
- xi. Biased Listening
- xii. Appreciative Listening
- xiii. Selective Listening
- xiv. False Listening

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Participatory Listening



It involves physical alertness i.e. participating in communication interaction as an equal partner with the speaker. It also includes being emotionally and intellectually ready to engage in the active sharing of the meaning.

For Example: Discussions, debates, group activities, etc.

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Passive Listening



Passive listening is listening without reacting. It is a form of one-way communication wherein there is no exchange involved between the speakers.

For Example: Listening to music, radio, recorded lectures, etc.

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Surface Listening



Surface listening is deriving the literal meaning. In surface listening, we do not focus on the whole message or meanings behind it.

For Example: Listening to the breaking news, general announcements, etc.

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Deep Listening

In deep listening, we listen to get the deeper understanding of the meanings conveyed by the speaker through the message.

For Example: Listening to the teacher, listening to an argument, sermons, etc.

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Judgmental Listening



Judgmental listeners constantly assess or evaluate while they listen. They determine if what is being said is right or wrong, fair or unfair.

For Example: Opposition leaders, media, society, etc.

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Non-judgmental Listening



With non-judgmental listening, we listen to understand instead of listening to fix. It means we will listen without allowing ourselves to apply our judgements to what we hear.

For Example: Students listening to the presentations of their classmates, unable to give suggestions to the boss, etc.

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Empathic Listening



Empathic listening is to feel what others feel, see the world as they see it, and to relate what they are going through.

For Example: Help the person feel relax, understanding special needs of children, etc.



Objective Listening



Objective listening is to go beyond empathy and measure meaning and feelings against some objective reality.

For Example: Giving remarks, opinions, evaluating the performance, etc.

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Discriminative Listening



The difference between different sounds is identified in discriminative listening.

For Example: Differences in accents, Male and Female voice, different animal sounds, etc.

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In order to comprehend the meaning, it requires having a lexicon of words first at our fingertips and also all the rules of grammar and syntax by which we can understand what others are saying.

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Biased Listening

Biased listening happens when the person hears only what they want to hear, typically misinterpreting what the other person says based on the stereotypes and other biases that they have. Such biased listening is often very evaluative in nature.

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Appreciative Listening



In appreciative listening, we seek certain voice which we enjoy to listen, for example that which helps meet our needs and relaxes our mind. We use appreciative listening when we are listening to good music and poetry.

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Selective Listening

Selective listening involves listening for particular things and ignoring others. We hear what we want to hear and pay little attention to 'extraneous' detail.

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False Listening

False listening occurs where a person is pretending to listen but is not hearing anything that is being said. They may nod, and smile in all the right places, but do not actually take in anything that is said.

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Group Task



Listen to the talks on TED talk

Julian Treasure on '5 ways to listen better'

https://www.ted.com/talks/julian_treasure_5_ways_to_listen_better?language=en#t-442172

Mathias Basner on 'Why noise is bad for your health – and what you can do about it'

https://www.ted.com/talks/mathias_basner_why_noise_is_bad_for_your_health_and_what_you_can_do_about_it

After listening both, write a review on them.

Also suggest which type(s) of listening is/are incorporated during the process.

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Any Questions?



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

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Thank you

