

# Noida Institute of Engineering and Technology, Greater Noida

## Professional Communication

### Unit: 3

### Listening Skills

### B. Tech Semester - I



### Department of English

# Topic Mapping With Course Outcome

## Listening Skills: Process and Types

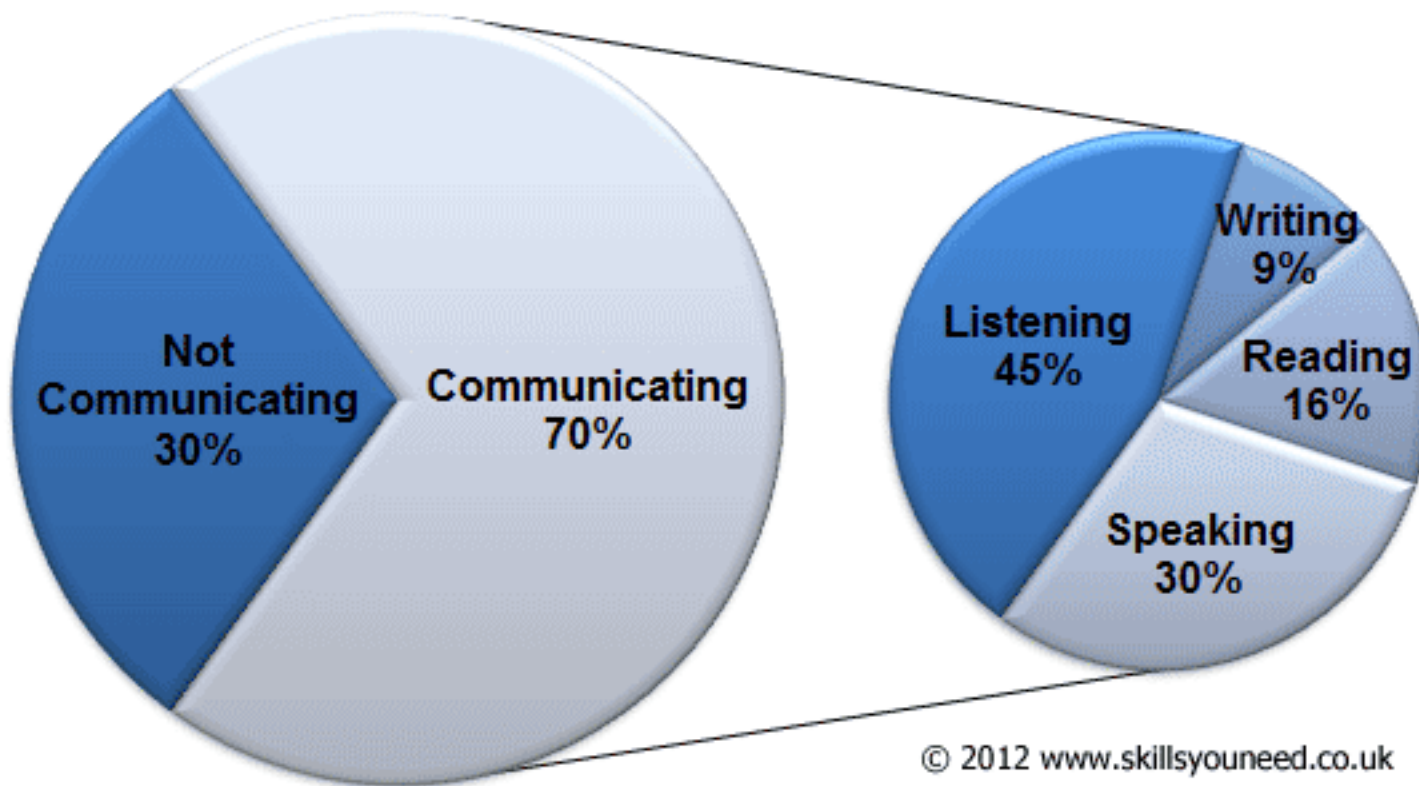
You will become familiar with the process and types of listening skills which will further help you become an active listener.

# Prerequisite and Recap

- **Prerequisite**
- **Recap**
- **Writing Skills**
- **Basic Understanding of the Language and nuances of Communication**

# Introduction

## Time Spent Communicating



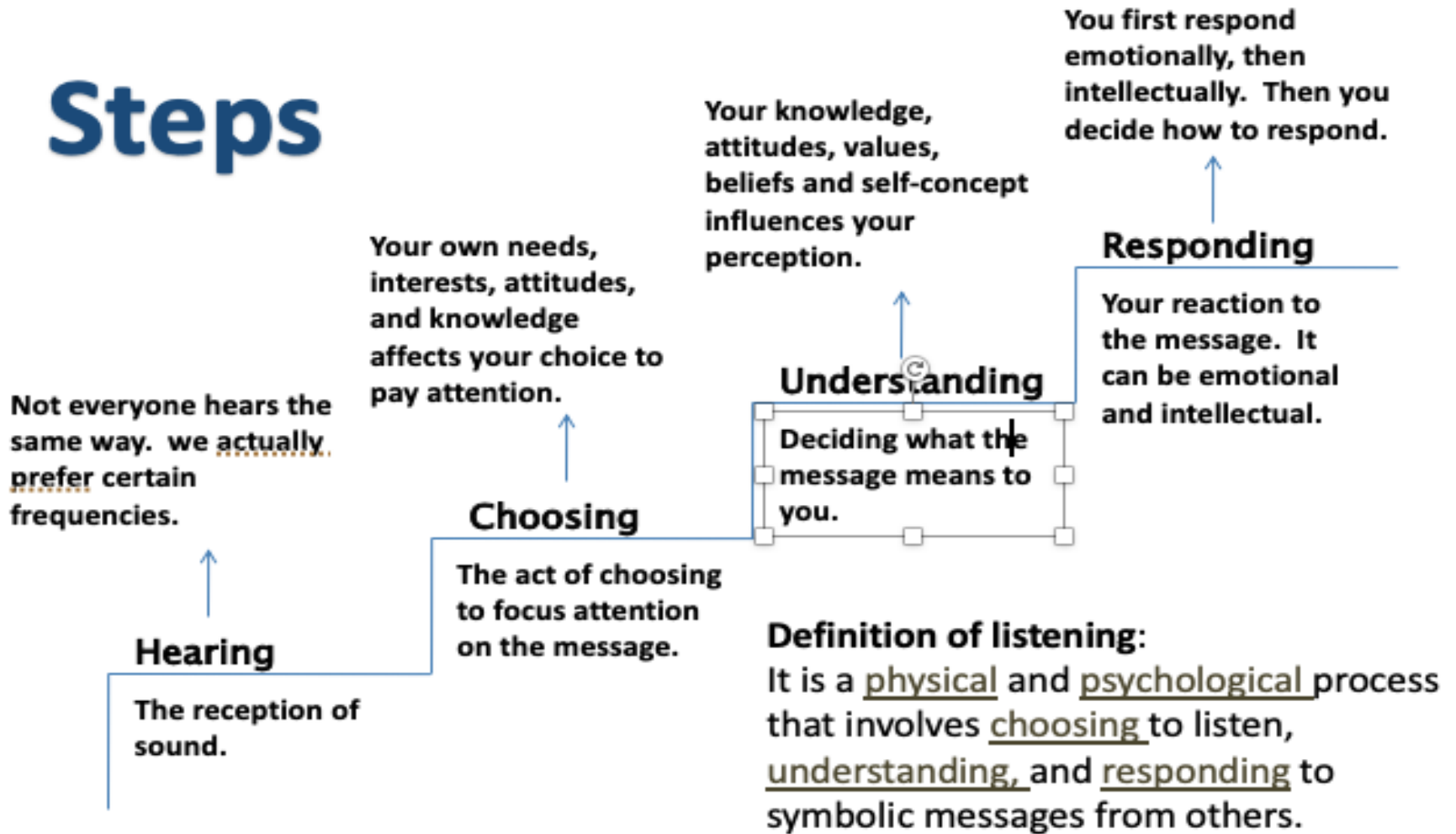
# Listening Skills

- **Listening is the ability to accurately receive messages in the communication process**
- **Listening is not the same as hearing**



# Process of Listening

## Steps



# Types of Listening: Active

## **Active listening:**

- **Actively listening**
- **Active listening involves listening with all the senses**
- **It is a technique that is used in counseling, training, and solving disputes or conflicts.**
- **It requires that the listener fully concentrate, understand, respond and then remember what is being said.**



- **Active Listening Techniques**
  - Pay attention
  - Show that you are listening
  - Provide feedback
  - Respond appropriately
  - Ask questions

- **An Active Listener**
  - **Attentive**
  - **Makes good eye contact**
  - **Doesn't interrupt**
  - **Shows an interest in what is being said**

- **Signs of Active Listening**
  - **Non-verbal signs of attentive listening**
    - Smile
    - Eye contact
    - Posture
  - **Verbal signs of active listening**
  - **Questioning**
  - **Clarification**
  - **Positive verbal response**

- **Advantages of Active Listening**
  - It shows respect to the speaker
  - It helps to develop a good relationship between the speaker and the listener.
  - It enhances your ability to absorb the information
  - It helps in sharing of the message more effectively.
  - Gain more in-depth information
  - Better outcome

# Types of Listening: Passive

- **It is little more than hearing**
- **It means listening without reacting**
- **It allows the speaker to speak without interrupting**
- **During passive listening, the listener doesn't do anything else at the same time**

- **Disadvantages of Passive Listening**
  - It may affect an individual's academic progress
  - Being a passive listener deprives one the opportunity of staying focused

# Types of Listening: Selective

- **It means to select some sound to listen to**
  - **e.g. Missing out the sound of a doorbell while focusing on a video game**
  - **Failing to hear traffic while listening to songs**

# You Tube or NPTEL Video Links

Listening skills practice links:

- <https://www.youtube.com/watch?v=KVVFEXMBHrw>
- <https://www.youtube.com/watch?v=rzsVh8YwZEQ&vl=en>
- [https://www.youtube.com/watch?v=oWe\\_ogA5YCU](https://www.youtube.com/watch?v=oWe_ogA5YCU)



# Daily Quiz

1. Listening is just about receiving sounds. (T/F)
2. Active listening involves
  - a. Receiving sounds
  - b. Selecting
  - c. Understanding
  - d. All of these
3. Which one is not a type of listening.
  - a. Empathetic
  - b. Critical
  - c. Appreciative
  - d. None of these
4. What percentage of the total time do we spend on listening .
  - a. 20%
  - b. 35%
  - c. 45%
  - d. 60%

- 1. What is the difference between listening and hearing?**
- 2. Discuss some of the strategies for effective listening.**
- 3. Define briefly the following types of listening:**
  - Active**
  - Passive**
  - Selective**

1. What is the last step in the listening process?  
a) remembering b) responding c) selecting  
d) Understanding
2. Which step in the listening process involves focusing on a particular sound or message?  
a) remembering b) responding c) selecting  
d) Attending
3. Active listening involves responding in what three ways?  
a) mentally, verbally and non-verbally  
b) Emotionally, mentally and spiritually  
c) Emotionally, mentally and verbally  
d) Content, feelings and thoughts

# Expected Questions for University Exam

- 1. Bring out the difference between active listening and selective listening.**
- 2. Discuss various effective listening comprehension strategies.**

# Summary

- **Difference between Listening and Hearing**
- **The process of listening**
- **Different types of Listening – active, passive, and selective**

# Topic Objectives

- **The students are now familiar with the process and types of listening skills and have become active listeners which is very important for career advancement.**

# Noida Institute of Engineering and Technology, Greater Noida

## Professional Communication

**Unit: 3, Topic: 2**

**Barriers to Effective Listening**

**B. Tech  
Semester - I**



**Department of  
English**

# Topic Mapping With Course Outcome

## Barriers to Effective Listening

You will be able to identify different barriers to effective listening and overcome them.



# Prerequisite and Recap

- **Prerequisite**
- **Recap**
- **Listening Skills and the process of listening**
- **Basic Understanding different types of listening**

# Barriers to Listening

- **Noise – Internal and external distraction**
  - **Examples: outside sounds, distracting thoughts**
- **Barriers – Blocks listening/understanding.**
  - **Unfamiliar language, anger, attitudes, biases, needs, beliefs, fear, hearing problems, tuning out, stress, ignorance, prejudices, tired.**

- **Forged attention**
- **Premature evaluation of the subject matter**
- **Hard listening**
- **Poor Interpersonal relations**
- **Over excitement**
- **Different language variety and accent**
- **Distraction**

# Ways to Overcome Barriers

- **Don't just talk, participate**
- **Prepare Yourself to Listen**
- **Remove Distractions**
- **Be Patient**
- **Avoid Personal Prejudice**
- **Listen to the Tone**
- **Listen for Ideas – Not Just Words**
- **Wait and Watch for Non-Verbal Communication**

- **Minimize distractions**
- **Prioritize listening over speaking**
- **Reduce outside noise**
- **Ask questions**
- **Listen fully before responding**
- **Practice self control**
- **Avoid interrupting when the other person is speaking**
- **Be brief while conveying your message**

# Tips for Effective Listening.

- **Face the speaker**
- **Maintain eye contact**
- **Be attentive**
- **Be relaxed**
- **Keep an open mind**
- **Try to visualize the words you hear**
- **Don't interrupt in between**
- **Try to understand the context**
- **Show your attentiveness by nodding**

- **Avoid conversation when stressed or overworked**
- **Ask open ended questions**
- **Provide small encouragements**
- **Practice listening at home**

# You Tube or NPTEL Video Links

## Listening skill practice:

- <https://www.google.com/search?q=active+listening+test&sa=X&ved=2ahUKEwjZyYfM4qPpAhUL8XMBHRI-Br8Q1QlwH3oECBQQEg&biw=360&bih=566&dpr=2#kpvalbx=aw61XpfVNq3Wz7sP1NaLgAQ46>
- <https://www.youtube.com/watch?v=KVVFEXMBHrw>
- <https://m.youtube.com/watch?v=i0oZ4PWxnsU>



1. A barrier to Listening may be any situation that impedes the free flow of communication.  
(T/F)
2. Which one is not a barrier to listening?
  - a. Prejudiced mindset
  - b. being calm
  - c. distraction
  - d. forged attention
3. Which is the main barrier to listening?
  - a) Physical barrier
  - b) Linguistic barrier
  - c) Cultural barrier
  - d) Physiological barrier

# Weekly Assignment

- 1. What are the major barriers to listening?**
- 2. Physical barrier is the most impeding barrier to listening. Elaborate.**

1. Which of these is not a physiological barrier?
  - a) Fear
  - b) Different perception
  - c) Gel effect
  - d) Halo effect
2. Which of these occur because of difference in language?
  - a) Physical barriers
  - b) Linguistic barriers
  - c) Cultural barriers
  - d) Speech decoding
3. Barriers which are caused because of different meanings of a word to different people is called \_\_\_\_\_
  - a) different perception
  - b) semantic distortions
  - c) physical barriers
  - d) cultural barriers

# MCQs Answers

1. Which of these is not a physiological barrier?
- a) Fear
  - b) Different perception
  - c) Gel effect
  - d) Halo effect

Answer: c

Explanation: There are nine physiological barriers. They are: fear, different perception, misunderstanding, halo effect, inattentiveness, emotions, abstracting, drawing hasty conclusions and polarisation.

2. Which of these occur because of difference in language?
- a) Physical barriers
  - b) Linguistic barriers
  - c) Cultural barriers
  - d) Speech decoding

Answer: b

Explanation: Linguistic barriers occur when the people speak different languages. They have different mother tongues. This creates problems.

3. Barriers which are caused because of different meanings of a word to different people is called \_\_\_\_\_
- a) different perception
  - b) semantic distortions
  - c) physical barriers
  - d) cultural barriers

Answer: b

Explanation: Semantic distortions is one of the barriers in listening. The words often means different things to different people which is a distortion of non deliberate nature.

# Expected Questions for University Exam

**1. What are the major obstacles in listening comprehension?**

- **Barriers to effective listening**
- **Tips to overcome barriers to effective listening**

# Topic Objective

- **The students can very well identify and overcome different barriers which impede effective listening, and this will help them succeed professionally.**

- Meskill, Carla. "Listening skills development through multimedia." *Journal of Educational Multimedia and Hypermedia* 5.2 (1996): 179-201.
- Barker, Larry L. "Listening Behavior." (1971).
- Dunkel, P. (1991). Listening in the native and second/foreign language: Toward an integration of research and practice. *TESOL Quarterly*, 25(3), 431-457



# Thank You