



**Business English Co-Teach Series 2**  
**Module 8**



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Building  
Tomorrow's Enterprise

# General Guideline

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# Active Listening skills

## 15-Feb-2013

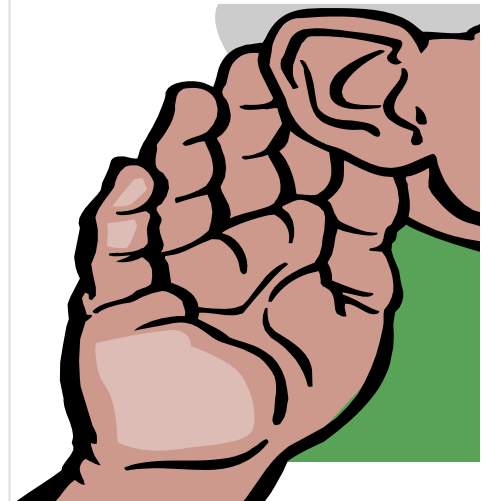
## Listening Skills

- When interacting face to face or over the phone, a critical skill in communication is effective Listening.
- Skills such as Active /Empathic listening are possible only when we understand the words, phrases, sentences, tonal variations and pauses used by the speaker.
- In this module you will check your ability to understand, make inferences and take notes during conversations and short presentations.

the reason we  
have two ears and only  
one mouth is so that....

we may listen more  
and talk less!!

DIOGENES





*“The most basic of all human needs is the need to understand and be understood. The best way to understand people is to listen to them.”*

82% of the people prefer to talk to great listeners and not to great speakers

Productive listening does not occur naturally, it needs patience and takes up more time and effort than any other activity

75% of the oral communication is either ignored or misunderstood or forgotten

Hearing and listening are not the same. Hearing is the reception of sound; listening is the attachment of meaning.

On an average we listen effectively about 1/3 to 2/3 of the time!



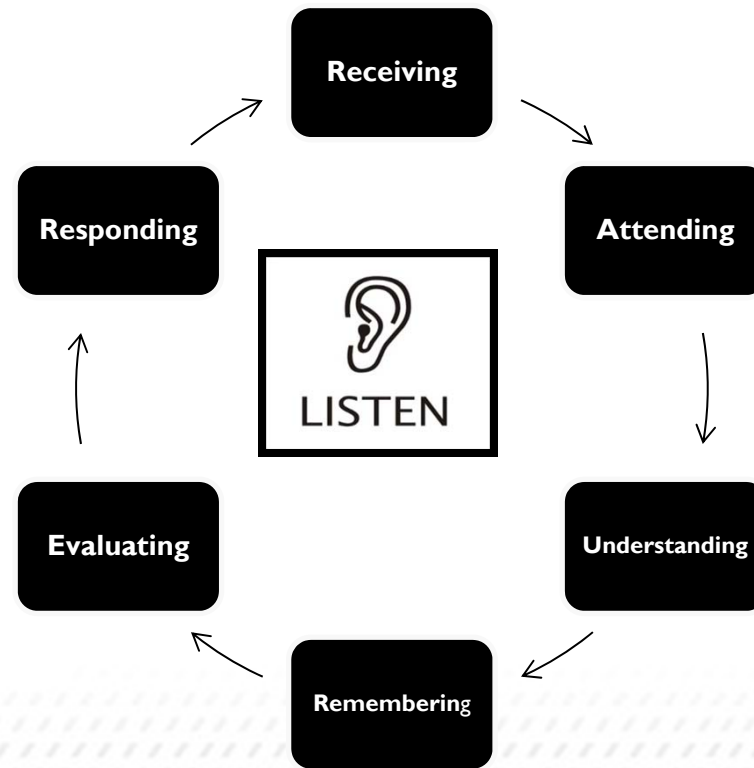


## Listening Skills

- Listening is a complex process; it's an integral part of the total communication process.
- Research shows that we speak at a rate of about 125 wpm, yet we have the capacity to listen to approximately 400 wpm.
- Most often we tend to fill up the void with extraneous thoughts... planning our own agenda while we listen to the other perfunctionarily.
- Listening is the process of receiving, attending, and understanding auditory messages- messages transmitted through the medium of sound.



## Stages of listening



## Stages of listening

### HEARING:

Receiving raw data

Involves the basic need of listening to or hearing the right conversation, as to, what the other person wants to say or express.

### ATTENDING:

Focusing Attention

To be conscious and alert about what the other person has said. Listening is ineffective if receiving occurs but attending does not.

### UNDERSTANDING:

Assigning meaning

A basic step wherein you can analyze about the exact situation. Communication begins with understanding.

## Stages of listening

### **REMEMBERING:**

Drawing on  
memory

Memory is important in retaining information needed immediately. Recollection is an integral part of good listening.

### **EVALUATING:**

Analyzing and  
Judging

To make quick evaluations when listening, especially when you hear something which you do not agree to.

### **RESPONDING:**

Feedback

By answering to the query or by reacting to a particular situation or giving observable feedback to the speaker.

# Barriers to listening

## Listening barriers:

- Interrupting the speaker
- Not maintaining eye contact with the speaker
- Rushing the speaker to complete what they have to say
- Making the speaker feel as though they are wasting the listener's time
- Being distracted by something that is not part of the ongoing communication
- Asking too many questions, for the sake of probing

# B A R R I E R S

Match the Following :

Content of Message

The person presenting the information is not credible

The Speaker

Subjective or premature comments

External Distraction

Ambiguity or misinterpretation of words

Emotions

Information is too simple or too complex

Clarity of Language

Focusing on only parts of message which are interesting or of value

Selective Perception

Noise, lights ,temperature, talking by other persons

Inappropriate Feedback

Interpreting information in various ways depending on one's mood

## Strategies for Effective Listening

- **Stop** and focus on the speaker's words, thoughts and feelings. **Stop** intrapersonal communications. Provide full attention to the speaker.
- **Look** and be attentive to non-verbal messages and vocal messages. Use your understanding of 3 V's to garner a better understanding of the speaker's views.
- **Listen** to the music behind the spoken words. This is the essence of the speaker's thoughts: details, major ideas and their meanings.
- **Show empathy.** Be empathetic to the feelings of the speaker. Acknowledge their feelings and experiences to give them support.
- **Probe.** Clarify your understanding and demonstrate interest in what is being said.

## HOW CAN WE LISTEN BETTER?

- Stop talking
- Get into the shoes of the speaker-empathize
- Put the speaker at ease, convey positive clues to the speaker
- React appropriately
- Concentrate, be sensitive to non-verbal messages
- Get rid of distractions
- Don't give up too soon, be patient...allow plenty of time
- Avoid making assumptions
- Don't argue mentally
- Listen for the main points and supportive evidence
- Share responsibility for the communication
- Ask questions that motivate
- Use active listening





# THANK YOU

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