



Business English Co-Teach Series 2
Module 11



General Guideline

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Listening 27-Feb-2013

Objectives

- Understand the importance of effective listening in workplace interactions.
- Recognize the different skills involved in Active listening
- Apply the different skills to ensure active listening takes place.

Five stylized human figures in various colors (grey, orange, purple, red, green) are arranged in a circle, facing each other. They are drawn in a simple, bold, cartoonish style with thick black outlines. The figures are positioned around a central text block.

*We have looked at listening for
interpretation,
assimilation and inference of
data. Now let us look at listening
to improve our
interpersonal effectiveness...*

Poor Listeners

Vs.

Good Listeners

- Interrupt
- Change the subject
- “Yes, but....” style
- Use negative body language
- Are easily distracted
- Impatient
- Appear not to listen
- Take over the conversation
- Ask few questions
- Ask closed questions
- Insist on having the last word

- Use eye contact
- Look attentive but relaxed
- Give cues and prompts
- Ask open questions
- Don't interrupt
- Use positive body language
- Concentrate
- Do not appear to judge
- Ask for opinions, views, & feedback
- Are patient
- Show they have identified key points

Listening for Interpersonal Effectiveness:

Suspending Judgment

*Drop biases in order to
listen fully*

Paraphrasing

**Stating what the receiver has
understood**

Clarifying

**Check for understanding by asking
pertinent questions**



Attending Skills

**Indicating to the sender that you are
clued into their message.**

Summarizing

**Stating back in a concise manner
the major points of the message**

Dealing with Feelings

**Being sensitive to feelings
within self or the sender.**

Suspending Judgment

Keeping an open mind and focusing on achieving and demonstrating an understanding of the other person's complete message and real feelings before expressing your point of view or making judgments.

This does not mean you don't have your own views, it implies, you wait until you have thoroughly heard them out.

- It means showing neither agreement or disagreement
- It means not asking questions
- It means not giving advice, or jumping to problem solving
- It means sending the conversational ball back to the other person, instead of taking control of it.

Paraphrasing

- Stating back to the speaker in your own words your understanding of what they have said.
- We use paraphrasing in two situations-
 - When we want to test our understanding of what was stated.
 - To demonstrate our understanding to the other person.
- We will not go wrong with this skill because if you paraphrase inaccurately the other person will correct you and the misunderstanding will be clarified.

Exercise on Paraphrasing

Paraphrase the following statements:

(Tip: you may use stems like-“I understand”, It sounds like.....”, “It seems as though...”; “I imagine that....”)

- Deepak says “I told you the deadline was Friday and you didn’t meet it! I don’t want to work with you on any more projects as you never meet your deadlines.”
- A new staff member says to you: “This place is sure really strict, what happens if someone wants to do something different, I did a similar job last year and found several ways to save time. “

Clarifying

- Checking out the exact meaning of the sender's words by using open or closed questions.
- Checking out your understanding of the subject discussed by the speaker
- Questions starting with the 5 w's and the 1 H are used when clarifying a point.
- Avoid using leading, bombarding, or double questions as these may bring a response of defensiveness from others.
- Try not to move the focus away from the topic by asking irrelevant questions.

Attending Skills

- These are verbal and nonverbal behaviors that indicate to the speaker that you (as listener) are “tuned in” and receiving the message.

Such as:

- Making direct eye contact
- Using open body posture to signal receptiveness
- Use of “minimal encouragers” such as head nodding, smiling, saying “uh-huh”...
- Verbal following...brief statements acknowledging that you have understood the speaker and summarizing what you heard, while not changing the subject.

Summarizing

- At the conclusion of a discussion, reflecting back in a concise manner the major points of the total message.
- Summarization has to be crisp and specific. The idea is that the most important points are to be reemphasized.
- This skill is especially important
 - When the topic of discussion is complex and long drawn.
 - When the conversation happens over the telephone.
 - When a decision has been taken after brainstorming.

Dealing with feelings

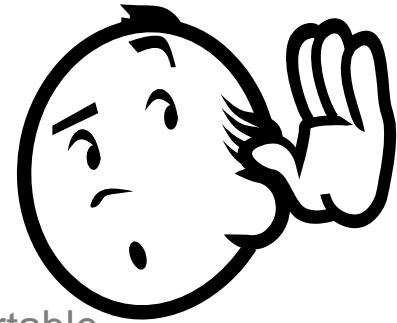
- **Self-awareness** of one's feelings is the first step in dealing with feelings. If we are unaware of what we are feeling, we may act on it unconsciously. If we can notice and name our feeling it gives us the power to make choices about how to handle it.
- You can use this self awareness in two forms:
- **Describe feelings-** reporting your own feelings as explicitly as you can
- **Reflect feelings-** check your understanding of the other person's feelings
- Since feelings are most often expressed very indirectly, we have to infer them. If we assume what the other person's feelings are, we create a gap.

State whether the below sentences are True or False:

- When someone is telling you something, it helps to ask leading questions so you know where the conversation is going.
- Paraphrasing does not help effective listening as it brings your personal biases into the context of the conversation.
- Checking out the exact meaning of the sender's words by using open or closed questions is ineffective as it interrupts the speaker's flow of thoughts.
- Using open body posture when listening to someone is effective as it means that you are tuned in and receiving the message.
- Use of “encouragers” such as head nodding, smiling, and saying “uh-huh” etc. does not constitute attentive listening as it can distract the speaker.

Tips for Effective Listening

- **Face the speaker** : Sit up straight or lean forward slightly to show your attentiveness through body language.
- **Maintain eye contact**: to the degree that you all remain comfortable.
- **Minimize external distractions** : Turn off the TV. Put down your book or magazine, and ask the speaker and other listeners to do the same.
- **Respond appropriately** : to show that you understand. Murmur (“uh-huh” and “um-hmm”) and nod. Raise your eyebrows. Say words such as “Really,” “Interesting,” as well as more direct prompts: “What did you do then?” and “What did she say?”



- **Focus solely on what the speaker is saying.** Try not to think about what you are going to say next. The conversation will follow a logical flow after the speaker makes her point.
- **Minimize internal distractions.** If your own thoughts keep horning in, simply let them go and continuously re-focus your attention on the speaker, much as you would during meditation.
- **Keep an open mind.** Wait until the speaker is finished before deciding that you disagree. Try not to make assumptions about what the speaker is thinking.

Active listening is really an extension of the Golden Rule. To know how to listen to someone else, think about how you would want to be listened to.

Few qualities of active listeners:

- Spends more time listening than talking.
- Does not finish the sentence of others.
- Does not answer questions with questions.
- Are aware of biases. Knows how to control them.
- Never daydreams or become preoccupied with their thoughts when others talk.
- Lets the other speaker talk. Does not dominate the conversation.
- Plans responses after the other person has finished speaking...NOT while they are speaking.
- Provides feedback, but does not interrupt incessantly.
- Analyzes by looking at all the relevant factors and asking open-ended questions. Walks the person through your analysis (summarize).
- Keeps the conversation on what the speaker says...NOT on what interests them.
- Takes brief notes. This forces them to concentrate on what is being said.

Become an Active Listener



- Pay Attention
- Show That You're Listening
- Provide Feedback
- Defer Judgment
- Respond Appropriately

Remember to:

Empathize, Adjust your delivery, Utilize Feedback, Be Clear,
Be Interesting



THANK YOU

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