

Listen Verb

- ✓ **Give one's attention to a sound.**
- ✓ **Synonyms** : hear, pay attention, attend, concentrate on, concentrate on hearing, give ear to.
- ✓ “The most basic and powerful way to connect to another person is to listen. Just listen. Perhaps the most important thing we ever give each other is our attention”.

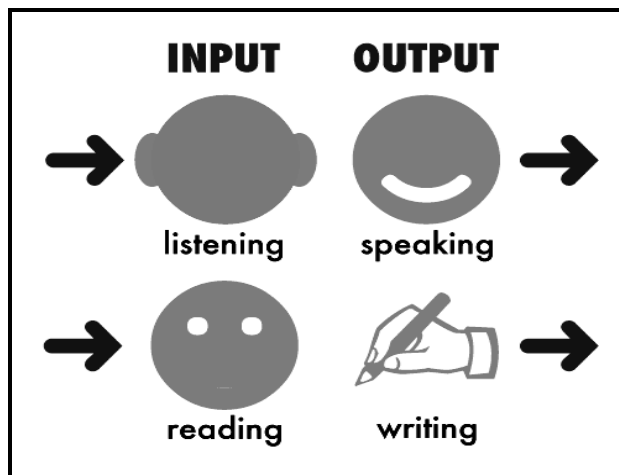
Listening

- ✓ Present participle : listening
- ✓ **Listening** is receiving language through the ears.
- ✓ Listening is a term in which the listener listens to the one who produced the sound to be listened.
- ✓ When we listen, we use our ears to receive sounds of speech and we use our brain to convert these into words and messages that mean something to us.
- ✓ Listening in any language requires focus and attention.
- ✓ *Listening* is the active process of receiving and responding to spoken and unspoken messages.
- ✓ Listening is a key to all effective communication.
- ✓ Without the ability to listen effectively, messages are easily misunderstood.
- ✓ As a result, communication breaks down and the sender of the message can easily become frustrated or irritated.
- ✓ If there is one communication skill you should aim to master, then listening is it.

The 4 Language Skills

- ✓ When we learn a language, there are four skills that we need for complete communication.
- ✓ When we learn our native language, we usually learn to listen first, then to speak, then to read, and finally to write. These are called the four "**language skills**".
- ✓ In our own language, usually listening is the first language skill that we learn.
- ✓ The four language skills are:

[1] Listening [2] Speaking [3] Reading [4] Writing



- ✓ To become a fluent speaker in English, you need to develop strong listening skills.
- ✓ Listening not only helps you to understand what people are saying to you. It also helps you to speak clearly to other people.
- ✓ It helps you to learn how to pronounce words properly, how to use intonation (tone), and where to place stress (weight) in words and sentences.
- ✓ Listening is the most important part of communication, because if you fail to understand the message being expressed to you, you will also fail in providing a substantial and meaningful response.

10 Keys To Effective Listening

- 1. Find areas of interest.**
- 2. Judge content, not delivery.**
- 3. Hold your fire.**
- 4. Listen for ideas.**
- 5. Be flexible.**
- 6. Work at listening.**
- 7. Resist (oppose) distractions (disturbance).**
- 8. Exercise your mind.**
- 9. Keep your mind open.**
- 10. Anticipate (go before), summarize, weigh the evidence, and look between the lines.**

✓ "Listening is more complex than hearing".

Introduction to **Active Listening** **And Passive Listening**

- ✓ The difference between active and passive listening arises with the listener's behavior towards the speaker.
- ✓ In our day to day life, listening plays a key role.
- ✓ Listening can take two forms.

[1] Active listening [2] Passive listening

Active Listening

- ✓ Active listening is when the listener is fully engaged in what the speaker is saying, and reacts to the ideas presented by the speaker.
- ✓ Active listening is a two-way communication where the listener would actively respond to the speaker.
- ✓ This is usually done through non-verbal cues such as nodding, smiling, facial expressions in response to the ideas of the speaker, making eye contact, etc.
- ✓ The listener can also ask questions, clarify ideas, and even comment on certain points that have been presented.
- ✓ In day to day life, we all become active listeners.
- ✓ For example, when listening to a friend, we not only listen but also react according to the situation.
- ✓ Active listening involves six skills : paying attention, holding judgment, reflecting, clarifying, summarizing, and sharing.

Passive Listening

- ✓ In passive listening, the listener does not react to the ideas of the speaker but only listens to speaker.
- ✓ The attention that the listener gives to the speaker is lesser in comparison to active listening.
- ✓ Passive listening is a one-way communication where the listener does not respond to the speaker.
- ✓ The listener makes no attempt to interrupt the speaker, by asking questions and commenting on the ideas that have been presented - this, however, does not mean that the listener is not paying much attention to the speaker.
- ✓ Example : Listening to music or radio when you are doing something.
- ✓ For example, imagine you are at a seminar with hundreds of people. You are engaged in passive listening because there is less opportunity to form a two-way communication. The listener does not make any eye contact and has less room for asking questions and clarifications.

Difference Between Active and Passive Listening

1. Definition of Active and Passive Listening

- **Active listening** is when the listener is fully engaged and reacts to the ideas presented by the speaker.
- In **passive listening**, the listener does not react to the ideas of the speaker but only listens.

2. Communication

- **Active listening** is a two-way communication because both speaker and listener are interacting with each other.
- **Passive listening** is a one way communication.

3. Attention / Reactions of the Listener

- In **active listening**, the listener pays full attention by commenting, challenging the ideas and asking questions.
- In **passive listening**, the listener doesn't react at all.

4. Interest

- In **active listening**, the listener shows interest through tone, eye contact and body language.
- In **passive listening**, the listener is not involved, have a selective and ignoring attitude.

5. Effort

- **Active listening** requires much effort.
- **Passive listening** does not require much effort.

6. Time

- **Active listeners** give more time to listening than talking.
- **Passive listener** listens to few words and talks more or pays no attention to both areas.

7. Self-Motivation Level

- An **active listener** is always strong self-motivators.
- **Passive listener** is weak self-motivators.

8. Other Activities Involved

- In **active listening**, listener keeps himself in other activities like analyzing, evaluating and summarizing.
- In **passive listening**, the listener only listens.

9. Self-Responsibility

- **Active listening** takes responsibility for their own learning and growth.
- **Passive listening** avoids responsibility for learning and problem-solving.

10. Mental Approach

- **Active listeners** have sharp mind, alert to explore, reflect on information
- **Passive listeners** accept information with no intention to question or challenge the idea for improvement

11. Helps to learn languages

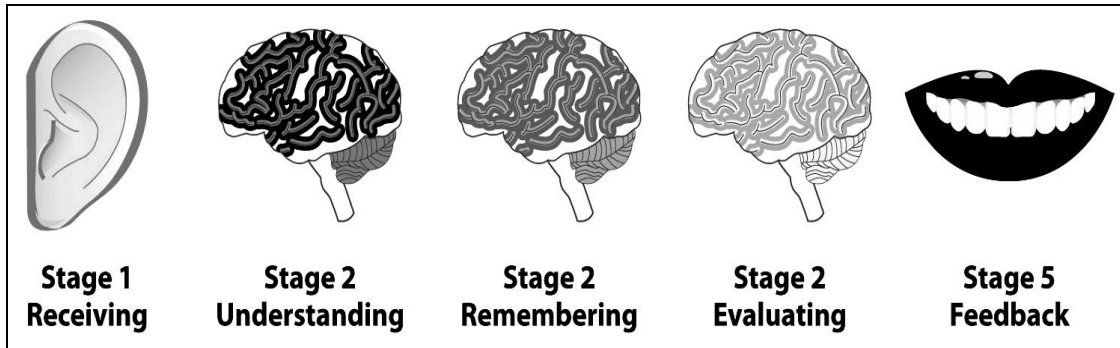
- **Active listeners** learn languages more easily because he can look for words.
- **Passive listeners** do not learn language as quickly, because they tune out the meaning of the words being spoken and allow themselves to think of other things while listening to the language being spoken.

Elements and Levels of Listening

(The Five Steps to Better Listening)

- ✓ There are five elements and levels of good listening:
- ✓ The listening process can be broken up into five distinct stages :

[1] Receiving [2] Understanding [3] Remembering
[4] Evaluating [5] Responding



1. Receiving

- This is the first and most basic stage of the listening process where an individual hears a message being sent by a speaker whether verbally or non-verbally.
- Receiving is the intentional focus on hearing a speaker's message.
- At this stage, we are still only hearing the message.
- The key at this stage is to pay attention.
- Focus all of your energy on them, by following these three simple tips:

I. Avoid Distractions

- This is obvious. Don't have your cell phone out, or your iPod in, or the television on.
- Don't try to divide your attention between the speaker and something else.

II. Don't interrupt the speaker

- You might want to make an assumption about what the speaker is saying or what they are about to say – don't.

III. Don't rehearse your response

- At this stage, your job is only to listen.
- If you start to plan a speech while the other person is speaking, you are going to miss certain points and not be able to respond to their larger message when it's your turn to talk.

2. Understanding

- The understanding stage of listening occurs when you have received the message (information) from the speaker and then tries to process (figure out) the meaning of the message.
- This is the point in the listening process where you are able to plan your response.
- Even when we have understood the words in a message, because of the differences in our backgrounds and experience, we sometimes make the mistake of attaching our own meanings to the words of others.
- For example, say you have made plans with your friends to meet at a certain movie theater, but you arrive and nobody else shows up.

- Eventually you find out that your friends are at a different theater all the way across town where the same movie is playing.
- Everyone else understood that the meeting place was the “west side” location, but you wrongly understood it as the “east side” location and therefore missed out on part of the fun.
- Finally, if understanding has been inaccurate, recollection of the message will be inaccurate too.

3. Remembering

- The remembering stage of listening is when a listener either places information into long-term memory or forgets the information presented.
- Remembering is about retaining (keeping) that information, and the most effective way to do this is to move the key elements of a message from your short-term memory, and into your long-term memory.
- Remembering begins with listening; if you can’t remember something that was said, you might not have been listening effectively.

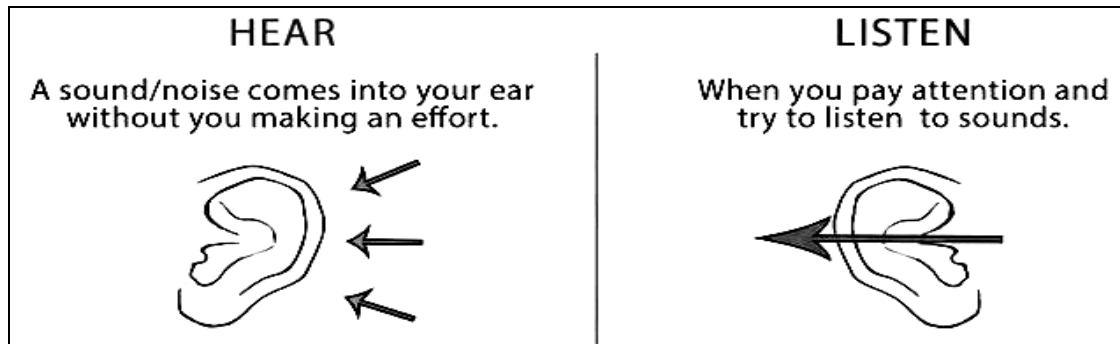
4. Evaluating

- The evaluating stage of listening occurs when a listener judges the content of the message.
- At this stage, you can begin to prepare for your response, but remember that you are still a listener, not a speaker.
- After the message has been absorbed, processed, and remembered, you can begin to sort the information into pieces.
- People are more likely to evaluate a message positively if the speaker speaks clearly.

5. Responding

- Responding sometimes referred to as feedback.
- It is the fifth and final stage of the listening process.
- It is the stage at which you indicate your involvement.
- Almost anything you do at this stage can be interpreted as feedback.
- For example : you are giving positive feedback to your instructor if at the end of class you stay behind to finish a sentence in your notes or approach the instructor to ask for clarification.
- The responding stage of listening occurs when a listener provides verbal or nonverbal feedback about the speaker or message.
- If you have completed the receiving, understanding, remembering, and evaluating portions of the listening process, responding should be easier than ever.

Hearing and Listening



- **to hear** : to receive sound with the ears.
- **to listen** : to try to hear.
- The two activities hearing and listening involve the use of ears, but they are different.

Hearing

- Hearing is one of the five senses; that makes us aware of the sound.
- Hearing refers to the sounds that enter your ears.
- It is an involuntary (unintentional) process, whereby a person receives sound vibrations, continuously.
- Hearing is an accidental and automatic brain response to sound that requires no effort.

Listening

- Listening skills allow people to understand what someone is talking about the meaning behind the words.
- Listening is purposeful and focused.
- Listening is active, focused, concentrated attention – both mental as well as physical – for the purpose of understanding the meanings expressed by a speaker.
- Listening is defined as the learned skill, in which we can receive sounds through ears, and transform them into meaningful messages.
- Listening is a bit difficult, because it requires concentration and attention.
- Listening means paying attention not only to the story, but it is a technique to comprehend :
 - What is being said – through different verbal and non-verbal signs.
 - How it is being said?
 - How the other person uses his or her body?
 - What type of words is used?
 - The use of language and tone of voice, body language and so on.
- In other words, listening means being aware of both verbal and non-verbal messages.
- Active listening is the key element; that makes the communication process effective.

Hearing

- Accidental
- Involuntary
- Effortless

Listening

- Focused
- Voluntary
- Intentional

Differences Between Hearing and Listening

1. Meaning

- **Hearing** is receiving sound waves through your ears.
- **Listening** involves the analysis and understanding of the sounds you hear.

2. What is it?

- **Hearing** is ability – we are all born with the ability to hear.
- **Listening** is a skill – listening is a learned skill.

3. When occurs?

- **Hearing** is when sound reaches your ears.
- **Listening** is when sound reaches your brain.

4. Use of sense(s)

- **Hearing** involves the use of only one sense i.e. ears.
- **Listening** involves the use of more than one senses i.e. eyes, ears, mind, touch, etc. to understand the message completely and accurately.

5. Process

- **Hearing** is passive physical (bodily) process that does not involve use of the brain.
- **Listening** is active and mental process that involves use of the brain.

6. Occurs at

- **Hearing** occurs at subconscious level means that it does not require conscious effort.
- **Listening** is not always occurring – it occurs at conscious level means that it requires conscious effort.

7. Easy / hard

- **Hearing** is easy.
- **Listening** is hard.

8. When begins?

- **Hearing** begins before we listen.
- **Listening** starts after hearing.

9. Concentration / focus

- **Hearing** does not require concentration / focus.
- **Listening** requires concentration / focus.

10. Nature of process

- **Hearing** is primary and continuous process.
- **Listening** is secondary and temporary process.

11. Act

- **Hearing** is physiological (physical).
- **Listening** is psychological (physical + mental).

12. Reason

- **In Hearing**, we are neither aware nor we have any control over the sounds we hear.
- **In Listening**, we listen to gain knowledge and receive information.

13. Selection and focus

- **In hearing**, we are forced to hear all present sounds.
- **In listening**, we are selective and focus only on some wanted sounds and ignore unwanted sounds.

14. Interchangeability

- **Hearing** : Paying attention to hearing makes it a listening process.
- **Listening** : Paying no attention to listening makes it a hearing process.

15. Attention and efforts

- **In hearing**, we neither pay any close attention nor put any mental efforts.
- **In listening**, we pay close attention and put forced mental efforts.

16. Volunteered or not

- **Hearing** is done involuntarily by every person.
- **Listening** is done voluntarily by a person.

17. When happens?

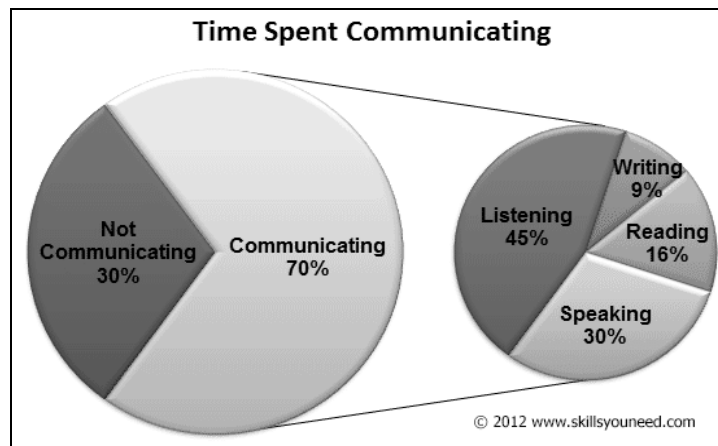
- **Hearing** is always happening even if you don't take any keen psychological interest.
- **Listening** happens only when we take an active mental interest to understand the meaning of what we hear.

18. Example

- **Hearing :**
 1. Sometimes the sound you hear is sudden or unexpected like a noise, an alarm or an explosion.
 2. A baby crying, a police siren or a crash in the kitchen, which creates the sound.
- **Listening :**
 1. You like to listen to the music or radio, movie, etc.
 2. It allows to create a meaning – a baby cry because he/she is hungry, length of the siren or sound of the crash in the kitchen, all might mean there is trouble, which has meaning to us.

We Spend a lot of Time in Listening

- ✓ Adults spend an average of 70% of their time engaged in some sort of communication.
- ✓ Research shows that when we communicate, we spend around 40-50% of our time listening, 25-30% speaking, 11-16% reading and only 9% writing.
- ✓ That means we spend about half the time listening!



- ✓ Effective listening requires concentration and the use of your other senses - not just hearing the words spoken.

Types Of Listening

- ✓ Different situations require different types of listening.
- ✓ We may listen to obtain information, improve a relationship, gain appreciation for something.
- ✓ Different types of listening styles help us effectively understand messages we receive.
- ✓ While certain skills are basic and necessary for all types of listening (receiving, attending, and understanding), each type requires some special skills.

1. Discriminative Listening
2. Comprehensive Listening (Active Listening)
3. Critical Listening (Analytical Listening)
4. Biased Listening
5. Appreciative Listening
6. Relationship Listening
7. Empathetic Listening
8. Informational Listening (Informative Listening)
9. Evaluative Listening
10. Depth of Listening

1. Discriminative Listening

- Discriminative listening occurs when the listener distinguishes between the verbal and the nonverbal message.
- Example : your friend may tell you that they are feeling good, but the smile on his face may tell you otherwise.
- In this type of listening, the objective is to focus on the sounds – the difference between difference sounds is identified.
- If you cannot hear differences, then you cannot make sense of the meaning that is expressed by such differences.
- This is the most basic form of listening and does not involve the understanding of the meaning of words or phrases but merely the different sounds that are produced.
- Example : in early childhood, difference between the sounds of the voices of the parents – the voice of the father sounds different to that of the mother.
- Discriminative listening develops through childhood and into adulthood. As we grow older, our ability to distinguish between different sounds is improved.
- Being able to distinguish the sound made by somebody who is happy or sad, angry or stressed.
- This is one reason why a person from one country finds it difficult to speak another language perfectly, as they are unable to distinguish the sounds that are required in that language.
- **Example**
 - Imagine yourself surrounded by people who are speaking a language that you cannot understand.
 - Perhaps passing through an airport in another country. You can probably distinguish between different voices, male and female, young and old and also gain some understanding about what is going on around you based on the tone of voice, mannerisms and body language of the other people.
 - You do not understand what is being said but using discriminative listening to gain some level of comprehension of your surroundings.

2. Comprehensive Listening (Active Listening)

- Comprehensive (complete) listening is listening to understand the message of a speaker, as when we attend a classroom lecture or listen to directions for finding friend's house.
- In order to be able use comprehensive listening and therefore gain understanding the listener first needs appropriate vocabulary and language skills.
- Comprehensive listening is further complicated by the fact that two different people listening to the same thing may understand the message in two different ways. This problem can be multiplied in a group setting, like a classroom or business meeting where numerous different meanings can be derived from what has been said.
- **Discriminative** and **Comprehensive** listening are prerequisites for specific listening types.
- Many situations can require us to listen for knowledge.
- For Example : if your boss at work tells you how to complete a specific task you would need to utilize this type of listening if you will be able to understand and complete the task as he instructed.
- Most of the public speeches will require a listener to utilize this type of listening and it is mostly used when listening to an Informative (useful) speech.
- Example : when your favorite celebrity chef is making a recipe you have been dying to try, you are probably all ears. You hang on every step, trying hard not to miss one second of the demonstration, and we do this when we are listening to instructions, directions or anything that represents a process.
- Comprehensive listening demands that you concentrate on the message and its source, and you can work to improve your ability by focusing on these three variables : [1] **Vocabulary** [2] **Concentrating** [3] **Memory**.

3. Critical Listening

(Analytical Listening)

- Listening to Evaluate and Analyze.
- Critical listening occurs when listeners have to evaluate a message for logic, truth, value, and respond with their opinion.
- Critical listening is about analyzing opinion and making a judgment about the content of the message.
- This is the most complicated form and requires a high degree of skill to develop.
- While practicing critical listening you need to ask yourself :
 - What is the speaker actually trying to say?
 - How do I feel about their opinion?
 - What is the main argument that is being presented?
 - Does what I am hearing align or differ to my own beliefs and opinion?

4. Biased Listening

- Biased listening happens when the person hears only what they want to hear.
- Biases are when people already have an opinion on something.
- Example : if the people in the courtroom believed that the defendant was guilty, there is little the defendant could do to prove their case.

5. Appreciative Listening

- Appreciative listening is listening for enjoyment.
- Example :
 - Listening to music/songs, to relax and for enjoyment.
 - Listening to many forms of entertainment, music, television, radio and films, stage shows, poetry or maybe even the stirring (inspiring) words of a great leader.
- In appreciative listening, we seek certain information which will appreciate – for example to meet our needs and goals.
- Listening to music, theater, television, radio and films, where the ultimate response is the one from the listener (not the speaker).

6. Relationship Listening

- The purpose of relationship listening is either to help an individual or to improve the relationship between people.
- Sometimes the most important factor in listening is in order to develop or sustain (maintain) a relationship.
- Example :
 - Lovers talk for hours and attend closely to what each other has to say when the same words from someone else would seem to be rather boring.
 - Salesman and customer relationship : in areas such as negotiation and sales, where it is helpful if the other person likes you and trusts you.
- Three behaviors are key to effective relationship listening :
[1] Attending, [2] Supporting, and [3] Empathizing.

7. Empathetic Listening

- Empathetic listening involves attempting to understand the feelings and emotions of the speaker – to put yourself into the speaker’s shoes and share their thoughts.
- It is an ability to listen to others and feel for the other person.
- It is about understanding another person, seeing the situation through their eyes.
- This requires an ability to feel another person’s feelings and needs, requiring a sense of compassion (kindness).
- This type of listening does not involve making judgments or offering advice but gently encouraging the speaker to explain and elaborate on their feelings and emotions.
- This also happens in work situations, where managers, HR people, trainers and coaches seek to help employees learn and develop.
- It involves emotionally connecting with another person using compassion.
- When we listen with empathy, we are less interested in facts – our goal is to grasp the situation as they feel it.
- Example : When a loved one tells you their feelings about the death of a family member or when a friend shares something unpleasant with you, at that time empathetic listening is probably the best way to go.

8. Informational Listening

(Informative Listening)

- Whenever you listen to learn something, you are engaged in informational listening.
- Informative listening, or listening to understand, is found in all areas of our lives.
- We listen to instructions, briefings, reports, and speeches.
- For example :
 - In education, we listen to lectures or instructions from teachers – and what we learn depends on how well we listen.
 - In the workplace, we listen to understand new practices or procedures – and how well we perform depends on how well we listen.
 - When you listen to the news, watch a documentary, when a friend tells you a recipe or when you are talked – through a technical problem with a computer.

9. Evaluative Listening

- In evaluative listening, we make judgments about what the other person is saying.
- We also judge what they say against our values, assessing them as good or bad, worthy or unworthy.
- Evaluative listening is particularly pertinent (relevant) when the other person is trying to persuade (convince) us, perhaps to change our behavior and maybe even to change our beliefs.
- Typically also we weigh up the pros and cons of an argument, determining whether it makes sense logically as well as whether it is helpful to us.

10. Depth of Listening

- Deeper listening needs to focus on both verbal and non verbal messages.
- There are several different types of listening, based on how deeply you are listening to the other person.

- I. False Listening**
- II. Initial Listening**
- III. Selective Listening**
- IV. Partial listening**
- V. Full Listening**
- VI. Deep Listening**

I. False Listening

- False listening occurs where a person is acting as to listen but is not hearing anything that is being said.
- They may nod (move), smile and grunt (make a sound) in all the right places, but do not actually take in anything that is said.
- People who do a lot of inconsequential (unimportant) listening, such as politicians and royalty (power / authority) – their goal with their audience is to make a good impression in very short space of time before they move on, never to talk to that person again.

II. Initial Listening

- Initial Listening occurs when we listen to the other person in the beginning or when we listen to the opening message but then stop midway.
- Sometimes when we listen we hear the first few words and then start to think about what we want to say in return – then we look for a point at which we can interrupt.
- We are also not listening then as we are spending more time to say about their initial point.

III. Selective Listening

- Selective listening involves listening for particular things and ignoring others.
- It takes place when you listen to only those things that you want to hear or to those that are of your interest.
- However, do not confuse selective listening with biased listening.
- Selective listening is not a result of our biases; on the contrary, it is from our interest/disinterest in a particular topic or even the level of knowledge that we want to gain from the same.

IV. Partial Listening

- Partial listening is what most of us do most of the time.
- We listen to the other person with the best of intent and then become distracted (diverted) midway.
- This can be problematic when the other person has moved on and we are unable to pick up the threads of what is being said.
- This can be embarrassing (awkward / uncomfortable), if they suddenly ask your opinion.

- A tip here : admitting yourself that you had lost the thread of the conversation and asking them to repeat what was said.
- The most common reason for this is the speed at which we process thoughts.

V. Full Listening

- Full listening happens where the listener pays close and careful attention to what is being said, and carefully understand the full content of the speaker.
- This may be very active form of listening.
- By the end of the conversation, the listener and the speaker will probably agree that the listener has fully understood what was said.
- Full listening requires much more effort and close concentration.
- It also requires skills of understanding and summary.

VI. Deep Listening

- In deep listening, you do not only hear what is said but also seek to understand the whole person behind the words.
- In deep listening, you listen between the lines of what is said, hearing the emotion, watching the body language, detecting (finding) needs and goals, and so on.
- To listen deeply, you need a strong understanding of human psychology and to pay attention.
- Deep listening is also known as 'Whole person' listening.
- Deep listening is not an easy art to acquire (get) and requires learning and effort on the part of the listener.
- Deep listening has a lot of advantages in the workplace, therefore making the effort worthwhile.

The Traits **(Characteristics / Qualities)** **of a Good Listener**

- ✓ Listening is the key to great relationships and good understanding.
- ✓ Listening is the process of receiving, constructing meaning from and responding to spoken (verbal) or nonverbal messages.
- ✓ Effective listening can open the door to new opportunities, increase revenue, improve customer service and improve employee productivity.
- ✓ To be a good active listener in the workplace, there are two components for success : [1] Attention [2] Reflection.

[1] **Attentive listening** includes eye contact, posture, facial expressions, gestures and genuine interest in what the person is saying.

[2] **Reflection** includes repeating and understanding what you have heard; showing the person that you truly understand what has been said – a good listener is focused on the other person and what they are saying.

➤ **The following are the key traits / characteristics of a good listener**

1. Make Eye Contact

- Good listener looks at speaker.
- Good eye contact shows genuine (real) interest in the conversations and keeps you involved and show that you are so much interested in listening the person.
- This shows that you are being attentive and actually care about what they are saying.

2. Ask one question at a time and give enough time to explain

- Sometimes we ask more than one question at a time and expect the person to reply to all questions in one go.
- Qualities of such conversation will not be 100% and it will not gain (get) good results.
- Do not ask more than one question at a time and be sure to give enough time like 2 to 3 minutes to explain.

3. Pay Attention

- Good listeners pay attention to verbal and nonverbal communication.
- Relax your mind and body so that you can receive information.
- Clear your mind of distracting thoughts.
- Be attentive and present at that place when speaker explains.
- Pay close attention to a speaker's body language (nonverbal communication) – posture, eye movement and facial expressions – this will give you cues (signs) to the meaning behind the words being spoken and what he or she is really trying to convey (express).

4. Do not Interrupt in Between

- Do not talk in between a conversation or do not ask your next question until speaker finishes but you can give auditory feedback of one or two words like Yes, I know, really, good, oh great, fantastic and so on – these words will invite more conversations from the opposite person.
- Let the speaker finish their point.
- A big mistake like asking a question or make a comment before the speaker is done speaking – can be very frustrating and can cause the speaker to lose sight of what they were trying to say.
- Interruptions can create a wall between the speaker and listener, making it hard to communicate successfully.
- Allow the people you are communicating with to share their feelings and thoughts uninterrupted.
- Empathize with them – put yourself in their shoes. If you first seek to understand, you will find yourself being better understood.

5. Give Positive Non-Verbal (body language) Feedback

- Non-verbal message includes body language, eye contact, gestures (motions) and postures (positions / attitudes,) facial expression, etc.
- Your non-verbal signals express your interests, positive attitude and shows that you are engaged in listening.
- These types of signals reflect trust, interest and understanding.
- Look at the person who is talking, point your body in their direction, smile and listen closely.
- Raising your eyebrows every once in while.
- Moving slightly closer toward the person speaking to you.
- Smiling and laughing when it is appropriate.
- Nodding your head if you agree or understand what someone is saying, and when hearing new or interesting information.

6. Be Open Minded

(Do not Do Not Assume Anything)

- If you do not understand, just wait for the speaker's conversation to complete.
- Then explain what you have understood from the conversation and ask him to correct you if you have got it wrong.
- A basic rule of listening is to judge only after you have heard and evaluated what someone has to say.
- You might disagree with someone, but you will never find out until you listen to their ideas and opinions.

7. Take notes

- Take down notes of all the important parts of the conversation as points.
- This will help you to summarize and clarify any doubts which may arise.

8. Use white boards to understand better

- When you are not able to understand something when a person explains, then you can feel free to use a whiteboard to show how you understood.
- Because some conversations can be explained in a better way when we draw diagrams instead of verbal.

9. Give 2 or 3 sec pause time

- When a person completes his talk just give 2 or 3 sec pause (break / gap) time to ensure that the person has really finished talking.
- Because, he or she may start talking after a short pause (gap / break).

10. Focus on Subject

- Focus on subject and do not redirect to other topics.
- So focus, focus and be focused on the topic of discussion.
- Do not jump to next question until he finishes up with one.
- Do not divert the conversation to unrelated topics.

11. Do not show the Gesture signs

- Do not show that you are ready to talk before the other person completes talking...
- For example do not move head forward, do not open your mouth and so on.

12. Listen without Distraction (Disturbance)

- Being distracted by other things (background noises, conversations, etc.) takes your attention away from the speaker and reduces your ability to fully listen.
- Turn off your phones and give each other your full attention.

13. Try to Empathize

- Empathizing is trying to feel yourself, what the speaker is feeling at that moment.
- Identifying with the speaker in this way allows for better understanding of what they are trying to communicate (say), and where their feelings are coming from.

14. Take Note of Speaker's Body Language

- Someone's body language can communicate a lot more than the actual words they are saying.
- For example, if someone keeps looking down at the floor that might be an indication that they are shy, embarrassed, or sad.
- Since words only convey the message, "listening" to body language can help you further understand what the speaker is trying to communicate besides what their words convey.

15. Listen with the intent to learn

- You might not be knowledgeable with every topic of discussion, but listening with the intent to learn offers other points of view different from your own, and a chance for you to grow as a listener.

16. Ask Questions Before You Respond

- Instead of jumping into a response when speaker finishes speaking, make sure you are responding to what he/she actually said!
- You can do this by asking questions.

17. Be an Active Listener

- An active-listening attitude can support positive listening practices and encourage respectful listening tendencies.
- This means that you must act really interested in what other people are communicating.
- Listen to what they are saying instead of thinking about your response.
- Ask questions when necessary to get more information or clarify what they are telling you, responds regularly and frequently, stays on subject.
- Request examples for clarification and to get a better understanding of what is being said.

18. Give Verbal Feedback

- Talking with someone and not acknowledging what they are talking about is very frustrating for them, especially on the phone, because we don't even have body language to check out.
- So come up with a few feedback lines.
- A few simple words and phrases like – “I see.” “Hmmm, that's good.” “Ok.” “Interesting” – these types of words and phrases will help the person feel you're listening and listening well.
- In face to face communication, you have the ability to nod and smile, and they can see your expressions.
- However, on the phone, we need verbal feedback.
- And be careful we are not saying the same word over and over – like OK, OK, OK, OK – that is just boring.

19. Being Non-Evaluative

- If you are an active listener your verbal and non-verbal actions will suggest your understanding.
- It will show that speaker is properly heard.
- For example – Ideas, attitudes, knowledge, information, values whether is right or wrong.
- You should not judge the qualities of the speaker.
- Your behavior should show that you accept the speaker without making any judgment.

20. Encourage/Appreciate the Speaker

- A good listener always encourages the speaker.
- To reflect your feelings, you can appreciate the speaker for his ideas, views and his knowledge.
- It will encourage the speaker to expand his ideas.
- The listener can motivate the speaker by nodding his head or verbal methods or giving positive feedback.

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BCA : SEM – I [1CS1010104 : Communication Skill – I]
[UNIT – III : Listening]

Ineffective	Effective
<p style="text-align: center;"><u>Non-Verbal Behavior</u></p>	
Listener looks bored, uninterested, or judgmental; avoids eye contact; displays distracting mannerisms (doodles, plays with a paper clip, etc.)	Listener maintains positive posture; avoids distracting mannerisms; keeps attention focused on speaker; maintains eye contact; nods and smiles when appropriate
<p style="text-align: center;"><u>Focus of Attention</u></p>	
Listener shifts focus of attention to himself: "When something like that happened to me, I . . ."	Listener keeps focus of her comments on the speaker: "When that happened what did you do?"
<p style="text-align: center;"><u>Acceptance</u></p>	
Listener fails to accept speaker's ideas and feelings: "I think it would have been better to . . ."	Listener accepts ideas and feelings: "That's an interesting idea; can you say more about it?"
<p style="text-align: center;"><u>Empathy</u></p>	
Listener fails to empathize: "I don't see why you felt that . . ."	Listener empathizes: "So when that happened, you felt angry."
<p style="text-align: center;"><u>Probing</u></p>	
Listener fails to probe into an area, to follow up on an idea or feeling	Listener probes in a helpful way (but does not cross examine): "Could you tell me more about that? Why did you feel that way? Listener follows up: "A few minutes ago you said that . . ."
<p style="text-align: center;"><u>Paraphrasing</u></p>	
Listener fails to check the accuracy of communication by restating in his own words important statements made by the speaker	Listener paraphrases to guarantee that she has understood correctly and to assure speaker that this is so
<p style="text-align: center;"><u>Summarizing</u></p>	
Listener fails to summarize	Listener summarizes the progress of the conversation from time to time
<p style="text-align: center;"><u>Advice</u></p>	
Listener narrows the range of alternatives by suggesting one "correct" course of action	Listener broadens the range of ideas by suggesting (or asking the speaker for) a number of alternatives

Common Barriers **to Listening**

- ✓ There are many barriers to communication and these may occur at any stage in the communication process.
- ✓ Barriers may lead to your message becoming distorted and you therefore wasting both time and money by causing confusion and misunderstanding.
- ✓ Effective communication involves overcoming these barriers and conveying a clear and concise message.

1. Trying to listen to more than one conversation at a time

- This includes having the television or radio on while attempting to listen to somebody talk; being on the phone to one person and talking to another person in the same room and also being distracted by some dominant noise in the immediate environment.

2. You find the communicator attractive /unattractive

- You pay more attention to how you feel about the communicator and their physical appearance than to what they are saying.
- Perhaps you simply don't like the speaker - you may mentally argue with the speaker and be fast to criticize, either verbally or in your head.

3. Lack of interest

- You are not interested in the topic/issue being discussed and become bored.

4. Not focusing

- Paying more attention to smart phone, fiddling with your hair, fingers, a pen etc. or gazing out of the window or focusing on objects other than the speaker.

5. Previous experiences

- We are all influenced by previous experiences in life.
- We respond to people based on personal appearances, how initial introductions or welcomes were received and/or previous interpersonal encounters.

6. Excessive Talking

- People hesitate to interact with a person who talks excessively without listening to them.
- They may also get bored, and excessive talking may be perceived as aggression.

7. Misunderstanding

- The inability to hear correctly is one of the many reasons for misunderstanding what a speaker is trying to communicate.

8. Interrupting

- Interrupting a conversation with improper body language or inappropriate words will have a negative impact in effective communication.

9. Faking Attention

- The person who is faking attention is just "hearing" but not "listening."
- There may be some eye contact and the person may even be nodding, but the mind is elsewhere.
- The person may be thinking about what to have for lunch or what to wear for the party that evening.

10. Talking speed vs. speed of thought

- There is a considerable difference between the speed at which people talk and the speed at which they think.
- The average person speaks at about 125 words per minute, whereas thinking speed is in the region of 500 words per minute.
- We all think a lot faster than we realize!
- The result is that when listening to someone we are continually jumping ahead of what is actually being said.

11. Physical distractions

- This can come in a number of different ways and ranges from the background noises (i.e. a telephone ringing or a fire engine racing down the road), uncomfortable seating arrangements and environment (i.e. too warm, too cold), the lighting in the room, to distracting pictures on the wall.

12. Preoccupation

- When we have a lot on our minds we can fail to listen to what is being said as we are too busy concentrating on what we are thinking about.
- This is particularly true when we feel stressed or worried about issues.

13. Fear

- Fear is a great barrier to listening.
- People who are afraid during a conversation are not likely to listen.
- They become defensive and tend to argue.

14. Having a Closed Mind

- We all have ideals and values that we believe to be correct and it can be difficult to listen to the views of others that contradict our own opinions.
- The key to effective listening and interpersonal skills more generally is the ability to have a truly open mind - to understand why others think about things differently to you and use this information to gain a better understanding of the speaker.