

Professional Communication

Unit: 3

Listening Skills

Topic 1: Process of Listening

**B. Tech
Semester - I**



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UNIT-III Listening Skills

5 Hours

- **Process of listening**
- **Types of listening**
- **Overcoming barriers to listening**
- **Tips for effective listening**

Content

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Course Outcomes

CO1 Students will be able to comprehend texts for professional reading tasks in preparation for an International Certification in Business English.

CO2 Students will be able to write professionally in simple and correct English.

CO3 Students will be able to interpret listening tasks for better professional competence.

CO4 Students will recognize the elements of effective speaking with emphasis on applied phonetics.

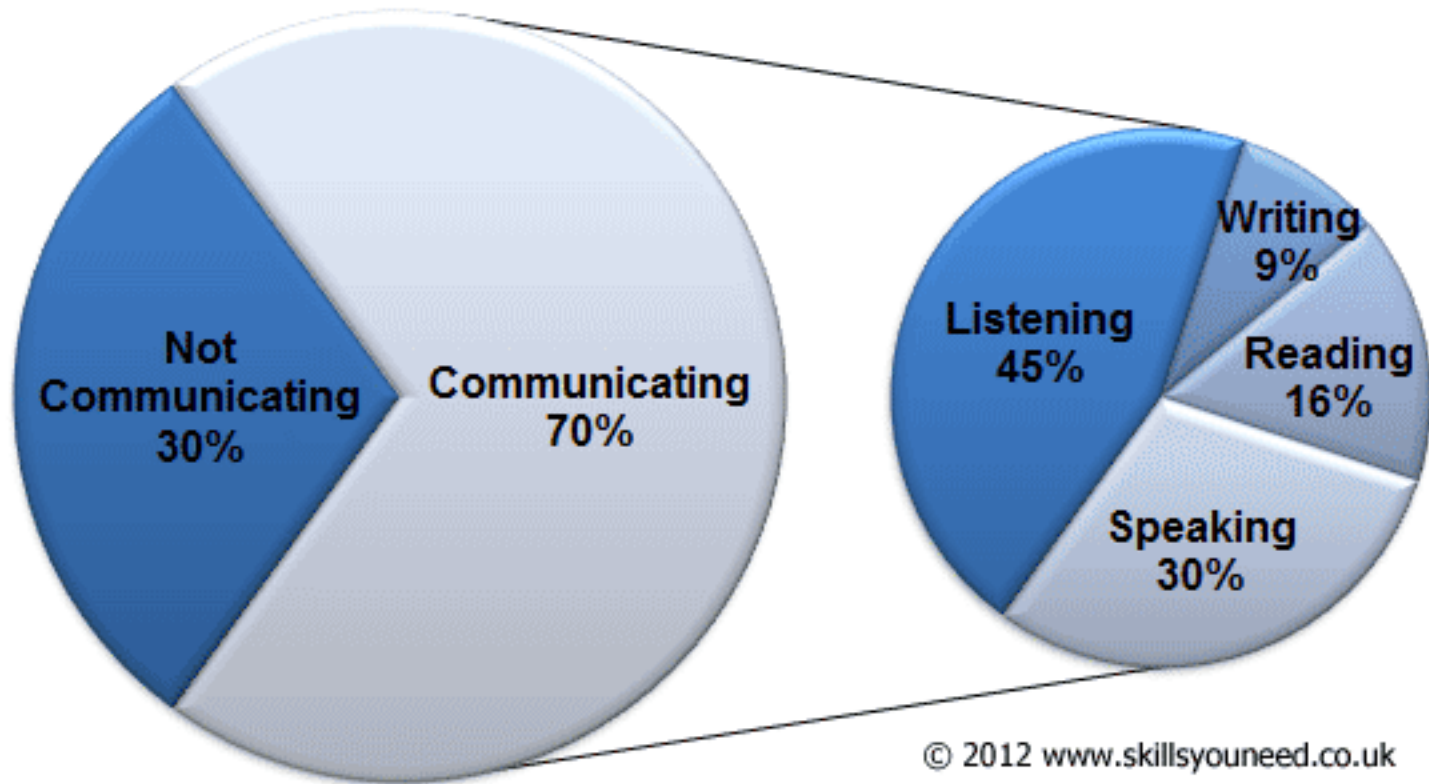
CO5 Students will apply the skill of speaking at the workplace.

Unit Objective

- **The objective of the Unit is to familiarize the students with the basic nuances of Listening skills**
- **The Unit provides a foundation in the listening skills of language learning**

Introduction

Time Spent Communicating



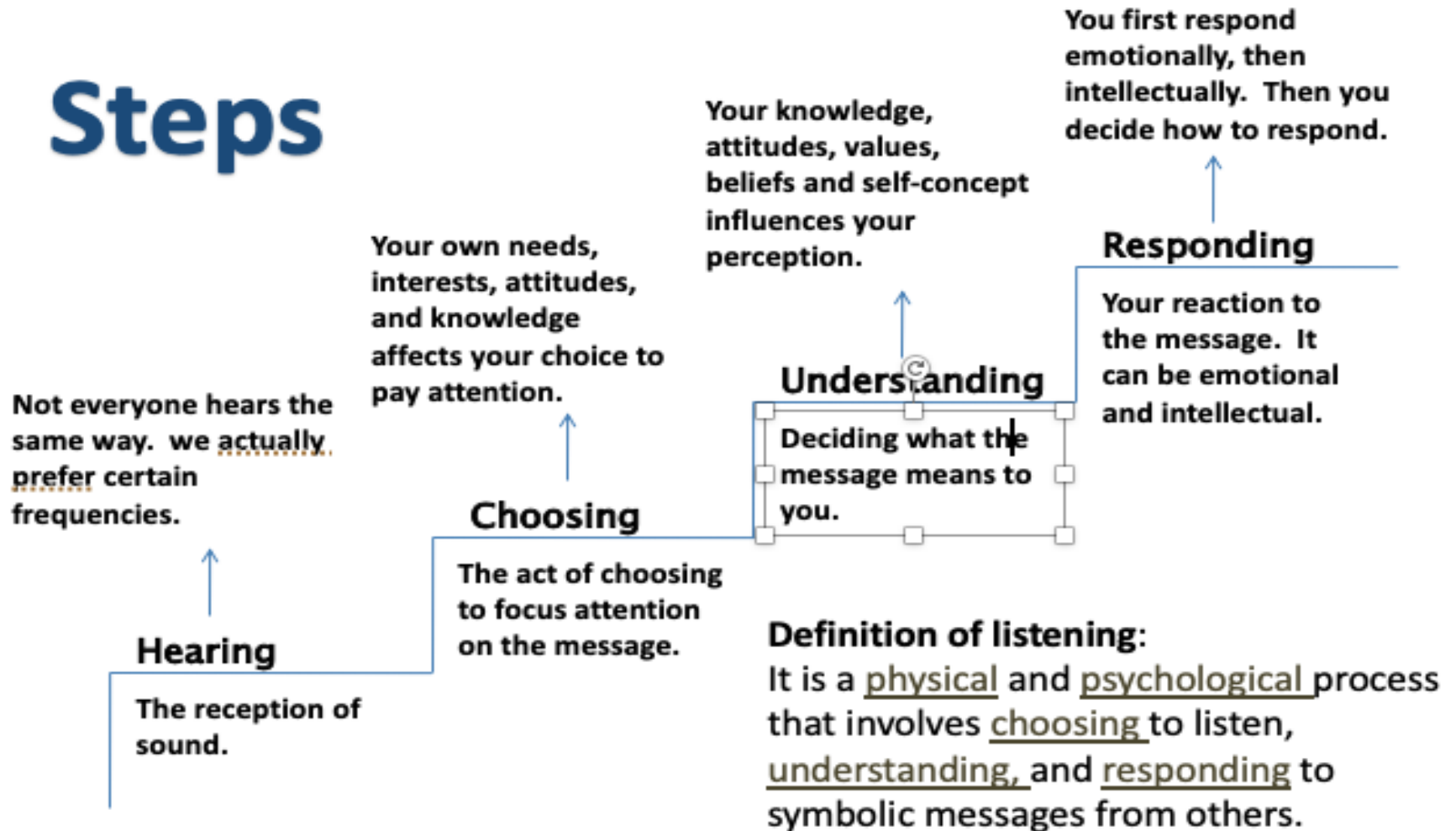
Listening Skills

- **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 interruption**
- **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 of the opportunity to stay focused

Types of Listening: Selective

- **It means being selective about what to hear and what not to (it can be unintentional selection also)**
 - **E.g. Missing out the sound of a doorbell while focusing on a video game**
 - **Failing to hear traffic while listening to songs**

Barriers to Listening

- **Noise – Internal and external distractions**
 - **Examples: outside sounds, distracting thoughts**
- **Barriers – Block 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

- **Prepare Yourself for Listening**
- **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 others while they are 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**

Contd.

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

You Tube or NPTEL Video Links

- <https://m.youtube.com/watch?v=i0oZ4PWxnsU>
- <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>

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 (approx.) do we spend on listening?
 - a. 20%
 - b. 35%
 - c. 45%
 - d. 60%
5. Which one is not a barrier to listening?
 - a. Prejudiced mindset
 - b. being calm
 - c. distraction
 - d. forged attention

Daily Quiz (Answers)

1. Listening is just about receiving sounds. False
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 (approx.) do we spend on listening?
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Quiz

- 1. Is listening different from hearing? T/F
- 2. Listening skills can be acquired easily. T/F
- 3. Listening skills do not play an important role in communication. Explain. (Discussion)
- 4. Listening means to respond to advice or request. T/F
- 5. Which of these is not a step in the listening process?
 - a. Stop talking
 - b. Responding
 - c. misinterpreting
- 6. Which of these is the first step in the listening process?
 - a. Stop talking
 - b. Receiving
 - c. responding

Answers

- 1. Is listening different from hearing? **T/F**
- 2. Listening skills can be acquired easily. **T/F**
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 - b. Receiving
 - c. responding

Weekly Assignment

- 1. What is the difference between listening and hearing?**
- 2. Discuss some of the strategies for effective listening.**

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

MCQ s (Answers)

1. What is the last step in the listening process?

Answer: Responding

2. Which step in the listening process involves focusing on a particular sound or message?

Answer: Receiving

3. Active listening involves responding in what three ways?

Answer: mentally, verbally and non-verbally

Old Question Papers

New course

Expected Questions for University Exam

- 1. Bring out the difference between active listening and selective listening.**
- 2. Discuss various effective listening comprehension strategies.**
- 3. What are the major obstacles in listening comprehension?**

- **Different types of Listening – active, passive, and selective**
- **Various obstacles in effective comprehension of listening excerpts**
- **Barriers to effective listening**
- **Tips to overcome barriers to effective listening**

- 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

Listening Skills Exercises

- **Listening practice will be done in the language lab and in the classrooms using Laptops, smartphones.**
- **The files of the audios will be shared.**

Thank You