**Effective listening**

**Definition -** effective listening is an active process of receiving , constructing meaning from , and responding to spoken and non-verbal message . it involves not only hearing but also understanding and interpreting message being communicated.

**Process of listening -**

* Receiving – The physical process of hearing sound or perceiving non-verbal message .
* Understanding – decoding and making sense of the message .
* Evaluating – judging to content value or relevance.
* Responding – providing the verbal or non-verbal message.
* Remembering – retaining information for future reference or action.

**Hearing vs listening –**

Hearing –

* Passive physiological process.
* Involve perceiving sound waves through the ears .
* Require no conscious effort .

Listening –

* Active psychological process.
* Require focus , attention or interpretation .
* Involve cognitive engagement to derive meaning and respond.

Listening significance –

Effective listening improves communication good , enhance relationship , foster understanding and aids problem solving . it is a crucial skill in both personal and professional context .