

Analytical Listening in Problem-Solving

Lesson

I

5

Listening is one of the most underrated macro skills. Only few activities focusing on listening are given to learners to enhance their auditory skills. This lesson highlights the importance of analytical listening in gathering details and collecting information. Problem-solving as a skill is also used in this lesson as springboard in enhancing learners' listening skills.

You are expected to describe analytical listening and problem-solving; and employ the former to solve existing problems.

Examine the excerpts taken from President Rodrigo Roa Duterte's speech.

State of the Nation Address (SONA)

July 27, 2020

If you have an access to internet, you may listen (and watch) to it via YouTube at <https://www.youtube.com/watch?v=xOWglYr6Bpk>.

My countrymen, it is sad that while government focuses its attention and resources to battle the coronavirus, there are those who take advantage of a pre-occupied government...

The dealers and purveyors of illegal drugs, hiding in the shadow of COVID-19, have stepped up their activities. The amount of shabu valued at millions of pesos seized during police operations speak volumes of the enormity and weight of the problem that we bear.

The corrupt, the grafters and the influence peddlers also take advantage of the fear and confusion that the coronavirus generates. The financial and material assistance of the government to the unemployed, the sick and the destitute running into billions of pesos, are not spared from corruption and ineptitude. Even the donations from well-meaning private persons are skimmed before reaching their intended beneficiaries. It is like snatching food from the mouths of babes.

The profiteers, over-pricers and corrupt felons must be laughing while they stash their dirty monies. But not for long. They cannot outrun the long arm of the law...

... If we allow greed, self-interest and ambition to rule us, then as stated by one prominent physician, we will "be left with nothing better than the lesser evil instead of the greater good."...

...The efforts and resources which we poured out produced the momentum needed to bring our country closer to our goals. Suffice it to state, we made significant strides over time.



Learning Task 1: Using the excerpts above, answer the questions below in your notebook.

1. What information are provided by the texts above?
2. What is a State of the Nation Address (SONA)?
3. By mandate, who is tasked by the constitution to deliver a SONA?
4. When and where a SONA should be delivered?
5. What problems were identified by the President in his SONA?
6. Were the solutions to the identified problems presented? If yes, enumerate them. If not, identify the solutions that you would propose to solve the issues.

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Learning Task 2: Read the items below. Match the listening stage in Column B with their appropriate descriptions in Column A. Write the letters of your answers in your notebook.

Column A

- _____ 1. allows the listeners to provide verbal and/or non-verbal feedback and responses based on the listening contexts
- _____ 2. has to check him/herself if he/she is able to hear clearly the sounds and other sound points
- _____ 3. requires both the listener and the speaker to meet in between regarding the points portrayed in the listening process
- _____ 4. is a personal stage for the listener allowing him/her to integrate in him/herself the information heard
- _____ 5. focuses on generating meaning on what has been heard

Column B

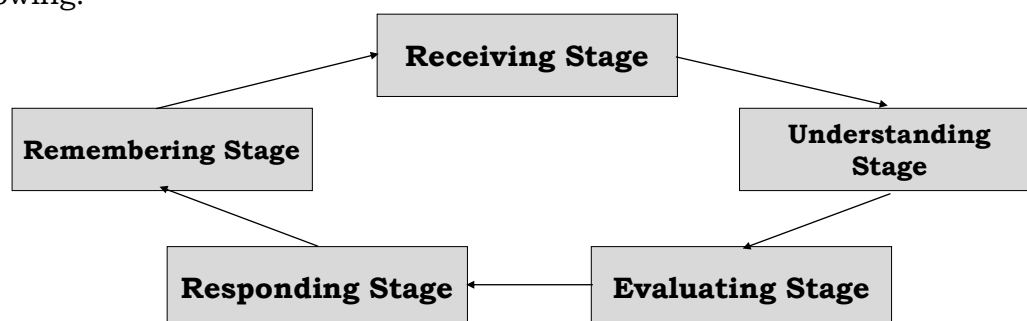
- a. receiving stage
- b. understanding stage
- c. evaluating stage
- d. responding stage
- e. remembering stage

ANALYTICAL LISTENING

Analytical listening, sometimes called *critical* or *active listening*, deals with one's ability and capacity to carefully and properly analyze the sound/s listened to. This does not only involve comprehension on what has been heard, but more importantly, the ability to distinguish and categorize the information listened to.

This is also called active listening as it requires the listener to provide significant and evaluative feedback or response on what he/she has heard from the speaker or the sound platforms. In here, the listener is able to rephrase or restate the information heard to check one's listening understanding. The features of analytical listening allow listeners and speakers to avoid miscommunication, misinterpretation and misinformation. As such, comprehension and understanding are both ensured.

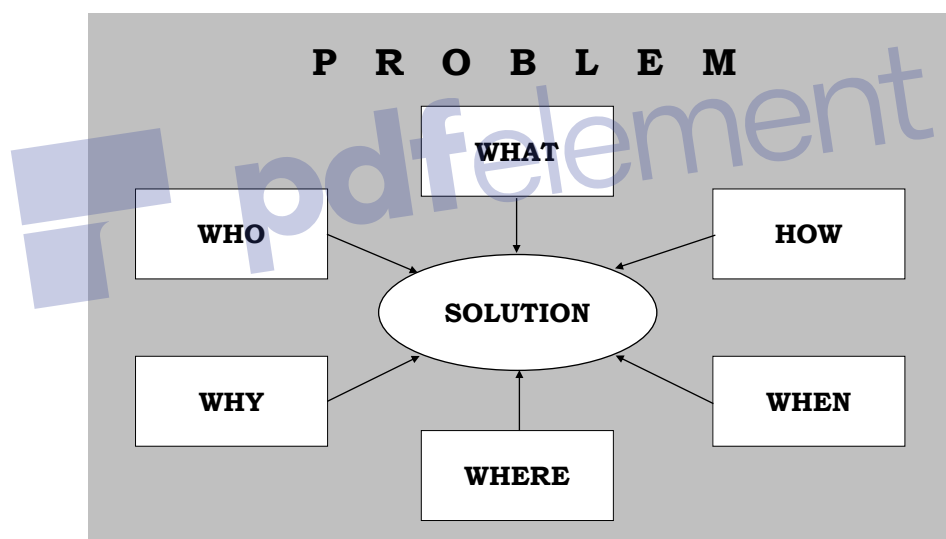
Analytical listening requires sequential process. These stages include the following:



1. **Receiving Stage** – refers to actual hearing process. In here, the listener has to check him/herself if he/she is able to hear clearly the sounds and other sound points.

2. **Understanding Stage** – focuses on generating meaning on what has been heard. In here, the connection on communication between the listener and the speaker must be clearly established. This constitutes the idea that the understanding of the speaker must be the same with the listener.
3. **Evaluating Stage** – requires both the listener and the speaker to meet in between regarding the points portrayed in the listening process. This allows the listener to critically examine the details of the information heard. This provides the time for information segregation.
4. **Responding Stage** – allows the listeners to provide verbal and/or non-verbal feedback and responses based on the listening contexts.
5. **Remembering Stage** – is a personal stage for the listener allowing his/her to integrate in him/herself the information heard. This also allows him/her to record in his/her system the information listened to for future access and use.

Analytical listening is a very helpful strategy in problem-solving activities. In solving a particular issue or concern, it is important to identify first the significant information required.



In solving a problem in a listening text, the first task is to identify the problem. From the listening texts, find the answers for the following questions: *who, what, how, when, where* and *why*.

According to American Society for Quality (2020), there are four (4) steps in solving a problem which include the following:

1. Define the problem;
2. Generate alternative solutions;
3. Evaluate and select an alternative; and
4. Implement and follow up on the solution.



Learning Task 3: Are you familiar with the Black Eyed Peas? Apl De Ap, one of its members, has a Filipino descent. Using the song below, identify the problems and the solutions presented. If the solutions are not clearly stated, write your proposed solutions to the problems. Write your answers in your notebook using the table below.

WHERE IS THE LOVE?

by Black Eyed Peas

The song may be accessed at
<https://www.youtube.com/watch?v=EICNm-Ow0ms> .

What's wrong with the world, mama
 People livin' like they ain't got no mamas
 I think the whole world's addicted to the drama
 Only attracted to the things that'll bring a trauma

Overseas, yeah, we tryin' to stop terrorism
 But we still got terrorists here livin'
 In the USA, the big CIA
 The Bloods and The Crips and the KKK

But if you only have love for your own race
 Then you only leave space to discriminate
 And to discriminate only generates hate
 And when you hate then you're bound to get irate,
 yeah

Madness is what you demonstrate
 And that's exactly how anger works and operates
 Man, you gotta have love, this'll set us straight
 Take control of your mind and meditate
 Let your soul gravitate to the love, y'all, y'all

People killin', people dyin'
 Children hurt and you hear them cryin'
 Can you practice what you preach?
 And would you turn the other cheek?

Father, Father, Father help us
 Send some guidance from above
 'Cause people got me, got me questionin'
 Where is the love (Love)

Where is the love (The love)
 Where is the love (The love)
 Where is the love, the love, the love

It just ain't the same, old ways have changed
 New days are strange, is the world insane?
 If love and peace is so strong
 Why are there pieces of love that don't belong?

Nations droppin' bombs
 Chemical gasses fillin' lungs of little ones
 With ongoin' sufferin' as the youth die young
 So ask yourself is the lovin' really gone

So I could ask myself really what is goin' wrong
 In this world that we livin' in people keep on givin'
 in

Makin' wrong decisions, only visions of them divi-
 dends
 Not respectin' each other, deny thy brother
 A war is goin' on but the reason's undercover

The truth is kept secret, and swept under the rug
 If you never know truth then you never know love
 Where's the love, y'all, come on (I don't know)
 Where's the truth, y'all, come on (I don't know)
 Where's the love, y'all

People killin', people dyin'
 Children hurt and you hear them cryin'
 Can you practice what you preach?
 Or would you turn the other cheek?

Father, Father, Father help us
 Send some guidance from above
 'Cause people got me, got me questionin'
 Where is the love (Love)

Where is the love (The love)?
 Where is the love (The love)?
 Where is the love (The love)?
 Where is the love (The love)?
 Where is the love (The love)?
 Where is the love (The love)?
 Where is the love, the love, the love?

I feel the weight of the world on my shoulder
 As I'm gettin' older, y'all, people gets colder
 Most of us only care about money makin'
 Selfishness got us followin' the wrong direction

Wrong information always shown by the media
 Negative images is the main criteria
 Infecting the young minds faster than bacteria
 Kids wanna act like what they see in the cinema

Yo', whatever happened to the values of humanity
 Whatever happened to the fairness and equality
 Instead of spreading love we're spreading animosity
 Lack of understanding, leading us away from unity

That's the reason why sometimes I'm feelin' under
 That's the reason why sometimes I'm feelin' down
 There's no wonder why sometimes I'm feelin' under
 Gotta keep my faith alive 'til love is found
 Now ask yourself

Where is the love?
Where is the love?
Where is the love?
Where is the love?

Father, Father, Father, help us
Send some guidance from above
'Cause people got me, got me questionin'
Where is the love?

Sing with me y'all
One world, one world (We only got)
One world, one world (That's all we got)
One world, one world
And something's wrong with it (Yeah)
Something's wrong with it (Yeah)
Something's wrong with the wo-wo-world, yeah
We only got
(One world, one world)
That's all we got

Problems Identified	Proposed Solutions

Learning Task 4: Using the song in Learning Task 5, identify one problem that you think is very significant nowadays. Reflect on the possible solutions to this problem. Using the tune of your favorite song, write the new lyrics of your chosen music while presenting your identified problem and proposed solutions. Place your work in your notebook.



Learning Task 5: Identify what is asked in each statement. Write your answers in your notebook.

- _____ 1. It deals with one's ability to carefully listen, examine messages, and provide significant feedback or response.
- _____ 2. It deals with the main issue or concern that must be addressed in a particular text.
- _____ 3. It serves as one's response to the identified problem which can be determined by asking the questions *who*, *what*, *how*, *when*, *where*, and *why*.
- _____ 4. This also allows him/her to record in his/her system the information listened to for future access and use.
- _____ 5. This allows the listeners to provide verbal and/or non-verbal feedback and responses based on the listening contexts.
- _____ 6. This allows the listener to critically examine the details of the information heard. This provides the time for information segregation.
- _____ 7. This constitutes the idea that the understanding of the speaker must be the same with the listener.
- _____ 8. This allows the listener to check him/herself if he/she is able to hear clearly the sounds and other sound points.

Learning Task 6: Using the excerpts of President Duterte's SONA, identify one problem that he mentioned in his speech. In your notebook, write an essay about your identified problem or issue and your proposed solution to address it.