Week 2 - Long Descriptive Questions

Business English Assignment

* **KONDEPUDI SION RANI**
* **BCA DATA SCIENCE 1ST YEAR**

***1.Define and explain critical listening and its importance in the public speaking context.***

***Ans****:  Critical listening is a form of listening that involves analysis, critical thinking and judgment. Making judgments during listening is often considered as a barrier to understanding a person. We can be said to be engaged in critical listening when the goal is to evaluate or scrutinize what is being said. Critical listening is a much more active behaviour than informational listening and usually involves some sort of problem solving or decision making.  Critical listening is akin to critical reading; both involve analysis of the information being received and alignment with what we already know or believe.  Whereas informational listening may be mostly concerned with receiving facts and/or new information - critical listening is about analysing opinion and making a judgement.*

*Critical listening is important in the public speaking context because it allows listeners to:*

*● Understand the speaker's message and its purpose.*

*● Evaluate the speaker's arguments and evidence.*

*● Identify any logical fallacies or biases in the speaker's presentation.*

*● Form their own opinions about the topic being discussed.*

*● Ask questions or challenge the speaker's points*

*When the word ‘critical’ is used to describe listening, reading or thinking it does not necessarily mean that you are claiming that the information you are listening to is somehow faulty or flawed.   Rather, critical listening means engaging in what you are listening to by asking yourself questions such as, ‘what is the speaker trying to say?’ or ‘what is the main argument being presented?’, ‘how does what I’m hearing differ from my beliefs, knowledge or opinion?’.  Critical listening is, therefore, fundamental to true learning.*

*Many day-to-day decisions that we make are based on some form of ‘critical’ analysis, whether it be critical listening, reading or thought.  Our opinions, values and beliefs are based on our ability to process information and formulate our own feelings about the world around us as well as weigh up the pros and cons to make an informed decision. It is often important, when listening critically, to have an open-mind and not be biased by stereotypes or preconceived ideas.  By doing this you will become a better listener and broaden your knowledge and perception of other people and your relationships.*

*Before buying an expensive item, such as a new appliance, a car, a cell phone, or an iPad we do research. We listen closely to the salesperson when we go to compare brands. Or perhaps our best friend tells us about some medical tests he/she recently had done. We listen closely so that we can help our friend understand his/her results and the possible ramifications of the findings. Both of these scenarios are examples of critical listening. Critical listening is listening to evaluate the content of the message. As a critical listener we are listening to all parts of the message, analysing it, and evaluating what we hear. When engaging in critical listening, we are also critically thinking. We are making mental judgments based on what we see, hear, and read. Our goal as a critical listener is to evaluate the message that is being sent and decide for yourself if the information is valid.*

*Critical listening occurs when we still want to understand what the other person is saying, but also have a reason or responsibility to evaluate what is being said to us and how it is being said.*

*For example*

*If there is an upcoming election and we need to decide who to vote for, we probably use some form of critical listening when we watch a televised debate. We listen, and we evaluate.*

*While experts on learning and communication almost universally demean the importance and value of critical listening when it comes to real life, listening critically is used every day. The key is to try to understand the other person first before one evaluates.*

***2.What are the six distinct ways to improve the ability to critically listen to speeches****.*

***Ans:*** *Be an active listener.*

*● Identify the speaker's purpose.*

*● Pay attention to the speaker's arguments and evidence.*

*● Be aware of logical fallacies.*

*● Form your own opinions.*

*● Be respectful*

***3.Evaluate what it means to be an ethical listener.***

***Ans:*** *Ethical listening rests heavily on honest intentions. We should extend to speakers the same respect we want to receive when it’s our turn to speak. We should be facing the speaker with our eyes open. We should not be checking our cell phones. We should avoid any behaviour that belittles the speaker or the message.*

*Scholars Stephanie Coopman and James Lull emphasize the creation of a climate of caring and mutual understanding, observing that “respecting others’ perspectives is one hallmark of the effective listener” (Coopman & Lull, 2008). Respect, or unconditional positive regard for others, means that you treat others with consideration and decency whether you agree with them or not. Professors Sprague, Stuart, and Bodary (Sprague, et al., 2010). also urge us to treat the speaker with respect even when we disagree, don’t understand the message, or find the speech boring.*

*This excerpt expresses the decency with which people should treat each other. It doesn’t mean we must accept everything we hear, but ethically, we should refrain from trivializing each other’s concerns. We have all had the painful experience of being ignored or misunderstood. This is how we know that one of the greatest gifts one human can give to another is listening.*

*Ethical listening, which involves respecting the speaker through actively taking in what is said, making them comfortable to speak freely, and avoiding pre-judgements. Being polite is also important.*

***4.How informational listening is different from critical listening?***

***Ans:*** *Critical listening is a much more active behaviour than informational listening and usually*

*involves some sort of problem solving or decision making.*

*● Critical listening is akin to critical reading; both involve analysis of the information being*

*received and alignment with what we already know or believe. Whereas informational*

*listening may be mostly concerned with receiving facts and/or new information*

*● critical listening is about analysing opinion and making a judgement .*

***INFORMATIONAL LISTENING***

*Informational English falls under the category of Specific type of Listening skills. In listening, the process of informational listening focuses on the ability of an individual to understand a speaker’s message. Whenever we listen to learn something, we are engaged in informational listening.  This is true in many day-to-day situations, in education and at work, when we listen to the news, watch a documentary, when a friend tells us a recipe or when we are talked-through a technical problem with a computer – there are many other examples of informational listening too.*

*It is a type of active listening as it requires concentration and a conscious effort to understand. Informational listening is less active than many of the other types of listening. Informational listening is considered a passive form of listening because the listener is not judging, critiquing, or evaluating the message.  When we’re listening to learn or be instructed, we are taking in new information and facts, we are not criticizing or analysing.  Informational listening, especially in formal settings like in work meetings or while in education, is often accompanied by note taking which is a way of recording key information so that it can be reviewed later.*

*Informational listening helps us learn, become smarter, and become better at what we do in life. Therefore, it's clear that polishing skills that improve our informational listening abilities is advantageous to our lives.*

*For example:*

*1. If we are listening to a lesson about evolution in the biology class. In order to successfully engage in informational listening, we must keep our religious beliefs at bay in order to abstain from judgment and critique of the message the teacher is trying to convey.*

*2. Most of us participate in informational listening on a day-to-day basis. If we're lost, we may stop for directions and will need to listen to the gas station attendant carefully.*

*3. If we get a new job, we need to listen to the information our boss gives us in order to grasp our new responsibilities and roles.*

*4. If a mother calls to the hospital because her toddler son is choking, she needs to listen carefully to the information and instructions given to perform first aid or CPR on the child.*

*5. At school, students listen to teachers for information that they are expected to understand for quizzes and tests. In all areas of life, informational listening plays a huge role in human communication.*

*6. In the corporate environment, this type of listening is often used when listening to reports, briefing, and speeches.*

*These are few skills that help with informational listening.*

***1. Knowledge of Vocabulary***

*The more words we know, the more we can understand. Therefore, increasing mastery of vocabulary through techniques like learning a new word a day or reading books can assist in being a good informational listener.*

***2. Concentration***

*We must know that in order to concentrate, we need to be motivated to focus, stay disciplined in the face of distractions, actively and mentally say ''no'' to distractions, and accept responsibility in getting the task at hand accomplished. Informational listening requires immense concentration.*

***3. Memory***

*With good memory, we can recall experiences and information from our lives to help make sense of information in informational listening.*

***4. Refraining from Judgment***

*This skill requires an open mind. If we begin judging and jumping to conclusions when attempting to properly listen and retain information, our mind will wander and possibly miss valuable pieces of information.*

***5. Organization***

*This does not mean being able to properly divide papers into an organized filing system. This means identifying key concepts from auditory information and mentally organizing them into an outline so that you can better understand and remember material.*

***6. Asking Questions***

*If listening to a lecture, asking mental questions to further grasp the information as the teacher is talking can mean that the listener is truly grasping the information that is being said. If a person is having a conversation with someone else and asks questions to clarify understanding, the speaker can be sure that the listener is understanding and fully grasping what they are.*

***Critical listening***

*Critical listening is a form of listening that involves analysis, critical thinking and judgment. Making judgments during listening is often considered as a barrier to understanding a person. We can be said to be engaged in critical listening when the goal is to evaluate or scrutinize what is being said. Critical listening is a much more active behaviour than informational listening and usually involves some sort of problem solving or decision making.  Critical listening is akin to critical reading; both involve analysis of the information being received and alignment with what we already know or believe.  Whereas informational listening may be mostly concerned with receiving facts and/or new information - critical listening is about analysing opinion and making a judgement.*

*When the word ‘critical’ is used to describe listening, reading or thinking it does not necessarily mean that you are claiming that the information you are listening to is somehow faulty or flawed.   Rather, critical listening means engaging in what you are listening to by asking yourself questions such as, ‘what is the speaker trying to say?’ or ‘what is the main argument being presented?’, ‘how does what I’m hearing differ from my beliefs, knowledge or opinion?’.  Critical listening is, therefore, fundamental to true learning.*

*Many day-to-day decisions that we make are based on some form of ‘critical’ analysis, whether it be critical listening, reading or thought.  Our opinions, values and beliefs are based on our ability to process information and formulate our own feelings about the world around us as well as weigh up the pros and cons to make an informed decision. It is often important, when listening critically, to have an open-mind and not be biased by stereotypes or preconceived ideas.  By doing this you will become a better listener and broaden your knowledge and perception of other people and your relationships.*

*Before buying an expensive item, such as a new appliance, a car, a cell phone, or an iPad we do research. We listen closely to the salesperson when we go to compare brands. Or perhaps our best friend tells us about some medical tests he/she recently had done. We listen closely so that we can help our friend understand his/her results and the possible ramifications of the findings. Both of these scenarios are****examples****of critical listening. Critical listening is listening to evaluate the content of the message. As a critical listener we are listening to all parts of the message, analysing it, and evaluating what we hear. When engaging in critical listening, we are also critically thinking. We are making mental judgments based on what we see, hear, and read. Our goal as a critical listener is to evaluate the message that is being sent and decide for yourself if the information is valid.*

*Critical listening occurs when we still want to understand what the other person is saying, but also have a reason or responsibility to evaluate what is being said to us and how it is being said.*

***For example***

*If there is an upcoming election and we need to decide who to vote for, we probably use some form of critical listening when we watch a televised debate. We listen, and we evaluate.*

*While experts on learning and communication almost universally demean the importance and value of critical listening when it comes to real life, listening critically is used every day. The key is to try to understand the other person first before one evaluates.*