**Business English**

**Week -1**

**Long Descriptive Questions**

**1.Write five major differences between active and passive listening**

| **BASIS FOR COMPARISON** | **ACTIVE LISTENING** | **PASSIVE LISTENING** |
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| Meaning | Active Listening is a process of transforming the thought or statement into a clear message, with full-fledged involvement from the listener's side. | Passive Listening is a process of simply consuming the message, however, there is no involvement from the listener's side. |
| Process | Interactive | Mechanical |
| Role of Listener | Listener stimulates the speaker to speak up his ideas willingly, by displaying his/her interest, in the conversation. | Listener dispirits the speaker by showing boredom and disinterest, on his face. |
| Involves | Reacting while listening | Listening without reacting |
| Communication | Two-way Communication | One-way Communication |
| Feedback and Question | Present | Not present |
| Listener | Concentrates understands, responds and remembers the statement spoken by the speaker. | Thinks about other topics, while showing that he/she is listening. |
| Non-verbal clues shown by the listener | Change in facial expression, Rolling of eyes, showing interest by questioning or smiling, etc. | Yawning, looking here and there, showing boredom, being silent etc. |

**2.Write a note on classification of listening skills in 200 words**

Listening skills are divided into different categories in addition to aspects of effective communication and comprehension. These studies contribute to our understanding of the multidimensional nature of listening and its role in social interaction, learning, and comprehension.

**Comprehensive Listening**

This type of listening is usually developed in early childhood.People use comprehensive listening to understand what someone is saying using words.Several other types of listening build on comprehensive listening.For example, let’s say your colleague briefs you on a project. You’ll need to use comprehensive listening to analyze the words and understand the message.

**Discriminative Listening**

Listening comprehension is the distinction between different sounds and sub-tones in speech, allowing the listener to better understand the message This is important for speech acquisition and comprehension in noisy environments.

**Informational Listening**

Audio recordings are stored for information retrieval and preservation purposes. Listeners engage in this type of listening when seeking knowledge or instruction, such as in an educational setting or when learning new tasks

**Critical Listening**

Effective listening involves analyzing and evaluating the content of a message, considering its authenticity, meaningfulness, and credibility. These skills are essential for making informed decisions and developing rational opinions.

**Empathic Listening**

Empathic listening involves understanding and relating the speaker's feelings. It’s important to provide emotional support, resolve conflict, and build strong relationships.

**Appreciative Listening**

Listening appreciatively is a sign that you are interested and interested in the content being shared. This is common in entertainment such as music, storytelling, and art.

In conclusion, the distribution of listening skills reflects the ways in which individuals use spoken information. Mastery of these skills is essential for effective communication, learning, and creating meaningful conn