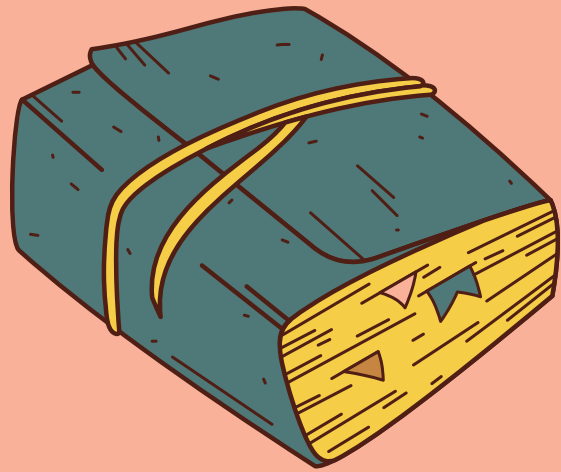




Listening Skills

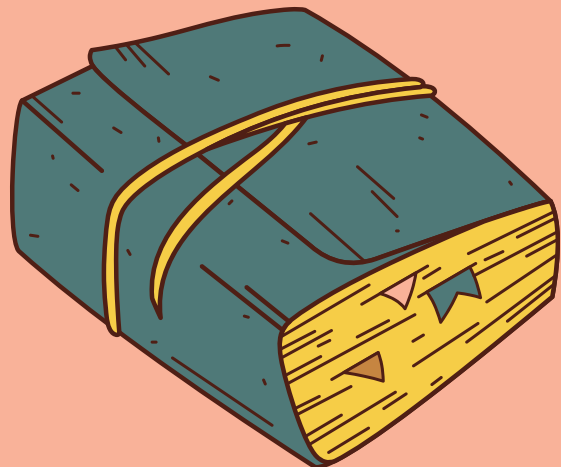
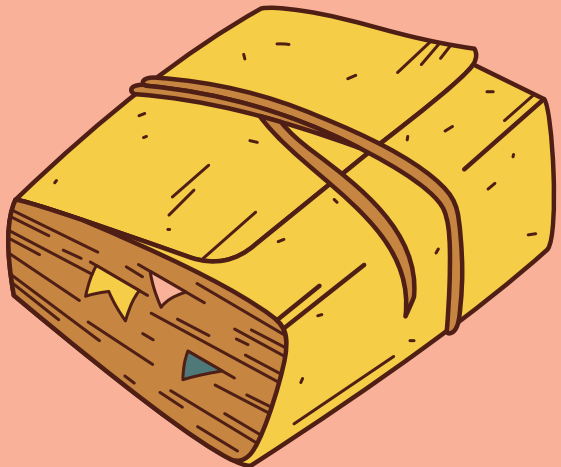
Week: 3 & 4

Prepared and Compiled by: Miss Lalain Ehtesham
Miss Farhat Fatima



Content

- Hear vs Listen
- Types of listening
- Sub-Types of listening
- Understanding the listening process
- Barriers to effective listening
- Tips for becoming an active listener
- Problems of Poor listening skills
- Listening sub-skills





Hear vs Listen

- Many people misunderstand hearing and listening
- **Hearing** is a sound/ noise comes into your ear without you making an effort.



Example -

Did you hear the thunder last night?

We heard a terrible noise when the cars crashed in front of our house.

- **Listening** is when you pay attention and try to listen to sounds in order to comprehend.





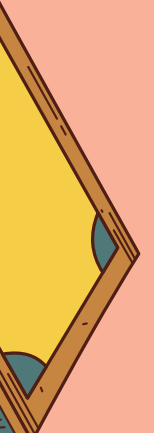

Example -

I warned her but she wouldn't listen.







Listening Skills

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- Listening is a process of receiving, interpreting and reacting to a message from the speaker.
 - Decoding verbal message from the speaker.
 - No communication process is complete without listening.
 - It is an important language skill.
 - It is a receptive skill.
 - It is very important for effective communication.
 - It requires a lot of attention.
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Types of Listening


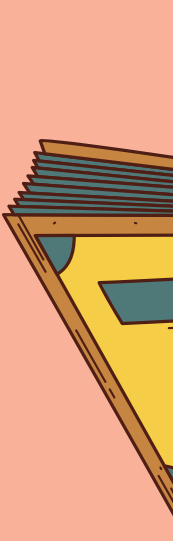


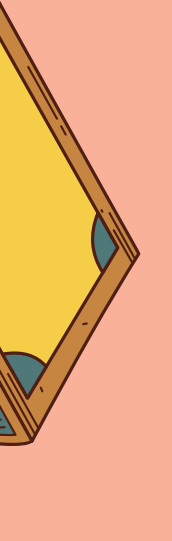

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1. Active Listening
 2. Critical/Evaluative Listening
 3. Passive Listening

Active Listening

- Active listening includes responses that demonstrate that you understand what the other person is trying to tell you about his or her experience.
- This is a communication technique that's very different from the passive or unfocused listening that we often adopt in everyday conversation.
- Active listening is a conscious effort that demands empathy, effort, attention, and lots of practice.
- Active listening builds strong relationships and, while it may not come naturally to many of us, it's an invaluable communication skill.
- Becoming an excellent listener will take determination and practice and it will be well worth it in both your professional and personal life.

Critical/ Evaluative Listening

- In addition to understanding a message, listening to evaluate and critique calls for critically analyzing the meaning of a speaker's message.
- Evaluative listening is more than listening to learn and understand.
- In Evaluative listening, the purpose is to evaluate the speaker's facts, opinions and assumptions.
- It is not a negative process rather it is THOUGHTFUL and REFLECTIVE.
- It is important to remain positive and open-minded while listening to evaluate and critique and postpone judgment until you've listened to the entire message.



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- Since listening to evaluate and critique involves analyzing the speaker's message, it entails critical thinking: examining the speaker's reasoning processes and logic, shifting through the ideas and evidence presented, and forming your own conclusion of what was said.
 - Evaluative and critical listening skills are developed gradually. As people mature, they learn to listen critically and objectively.
 - **Example** – A court room (The judge listen critically to all the evidence presented and make decisions based on their objective analysis).

Passive Listening

- Passive listening is one-way communication where the receiver doesn't provide feedback or ask questions and may or may not understand the sender's message.
- Passive listening is little more than hearing.
- Passive listening is listening without reacting: allowing someone to speak, without interrupting. Not doing anything else at the same time, and yet not really paying attention to what's being said.






Listening Skills

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- Listening to Learn & Comprehend – Content Listening
 - Listening to Empathize & Understand – Empathic Listening



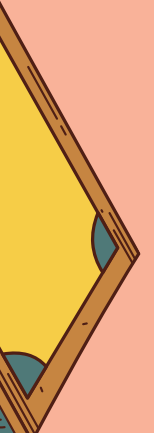



Listening to Learn and Comprehend - Content Listening

- Listening to learn and comprehend involves a search for facts and ideas and a quest for information.
 - This type of listening occurs during public presentations, when technical subjects are explained or new information is presented.
 - With this type of listening, people listen because of a need to know something, such as the meaning of facts, figures or events, or because they want to keep up with the world.
 - **Example** – Classroom lecture, Work situation (training seminar).
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Listening to Empathize & Understand - Empathic Listening

- Listening to empathize and understand entails focusing on the speaker's feeling and attitudes while gaining information.
 - While listening empathically, you are not listening to gain information for your own purpose or for any judgment.
 - The interest, opinions and feelings of the other person replace your own in empathic listening.
 - The purpose is to see and feel the world as the other person does and to offer understanding and support or to get to know the person better.
 - Empathic listening is a useful skill in building and maintaining healthy relationships as well as helping other people.
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Understanding the Listening Process

- Listening is a far more complex process than most people think—and most of us aren't very good at it.
 - People typically listen at no better than a 25 percent efficiency rate, remember only about half of what's said during a 10-minute conversation, and forget half of that within 48 hours.
 - To listen effectively, you need to successfully complete five steps:
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STEP 1

Receiving - You start by physically hearing the message and acknowledging it. Physical reception can be blocked by noise, impaired hearing, or inattention. Some experts also include nonverbal messages as part of this stage because these factors influence the listening process as well.



STEP 2

Decoding - Your next step is to assign meaning to the words and phrases, which you do according to your own values, beliefs, ideas, expectations, roles, needs, and personal history. Decoding is also influenced by the circumstances, the speaker's tone, facial gestures, and other nonverbal signals. For example, if someone says, "Well, that's just lovely," a sarcastic tone signals that the intended meaning is the opposite of the literal meaning of the words.








STEP 3

Remembering - Before you can act on the information, you need to store it for future processing. Incoming messages must first be captured in short-term memory before being transferred to long-term memory for more permanent storage.



STEP 4

Evaluating -The next step is to evaluate the message by applying critical thinking skills to separate fact from opinion and evaluate the quality of the evidence.








STEP 5




Responding - After you've evaluated the speaker's message, you react. If you're communicating one-on-one or in a small group, the initial response generally takes the form of verbal feedback. If you're one of many in an audience, your initial response may take the form of applause, laughter, or silence. Later, you may act on what you have heard. If any one of these steps breaks down, the listening process becomes less effective or may even fail entirely. As both a sender and a receiver, you can reduce the failure rate by recognizing and overcoming a variety of physical and mental barriers to effective listening.




If any one of these steps breaks down, the listening process becomes less effective or may even fail entirely.








Identify if the given sentences are example of effective listening or ineffective listening.

- Make frequent eye contact with the speaker.
 - Listen passively.
 - Allow their minds to wander, are easily distracted, work on unrelated tasks.
 - Give the speaker nonverbal cues (such as nodding to show agreement or raising eyebrows to show surprise or skepticism).
 - Mentally paraphrase key points to maintain attention level and ensure comprehension.
 - Are unable to distinguish main points from details.
 - Assume they already know everything.
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Identify if the given sentences are example of effective listening or ineffective listening.

- Make frequent eye contact with the speaker - **Effective**
 - Listen passively - **Ineffective**
 - Allow their minds to wander, are easily distracted, work on unrelated tasks - **Ineffective**
 - Give the speaker nonverbal cues (such as nodding to show agreement or raising eyebrows to show surprise or skepticism) - **Effective**
 - Mentally paraphrase key points to maintain attention level and ensure comprehension - **Effective**
 - Are unable to distinguish main points from details - **Ineffective**
 - Assume they already know everything - **Ineffective**
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Barriers to Effective Listening

- **Physical barrier** – You cannot listen if you cannot hear what is being said. Physical impediments include hearing disabilities, poor acoustics and noisy surroundings. It is also difficult to listen if you are ill, tired, uncomfortable or worried.
- **Psychological barrier** – Everyone brings to the communication process a different set of cultural, ethical, and personal values. Each of us has an idea of what is right and what is important. If other ideas run counter to our preconceived thoughts we tend to "tune out" the speaker and thus fail to hear.

Barriers to Effective Listening

- **Language Problems** – Unfamiliar words can destroy the communication process because they lack meaning for the receiver. If the mention of words such as abortion or overdose has an intense emotional impact, a listener may be unable to think about the words that follow.
- **Nonverbal distractions** – Many of us find it hard to listen if a speaker is different from what we view as normal. Unusual clothing, speech mannerism, body twitches or a radical hairstyle can cause enough distraction to prevent us from hearing what the speaker has to say.

Barriers to Effective Listening

- **Thought speed** – Because we can process thoughts more than three times faster than speakers can say them, we can become bored and allow our minds to wander.
- **Faking Attention** – Most of us have learnt to look as if we are listening even when we are not. Such behaviour was perhaps necessary as part of socialization. Faked attention however seriously threatens effective listening because it encourages the mind to engage in flights of unchecked fancy. Those who practice faked attention often find it hard to concentrate even when they want to.

Barriers to Effective Listening

- **Grandstanding** – Would you rather talk or listen? Naturally most of us would rather talk. Since our own experiences and thoughts are most important to us, we grab the limelight in conversations. We sometimes fail to listen carefully because we are just waiting politely for the other person to stop speaking first so that we can have our turn to speak.

Tips for becoming an Active Listener

- **Stop talking** – The first step to becoming a good listener is to stop talking. Let others explain their views. Learn to concentrate on what the speaker is saying, not on what your next comment will be.
- **Control surrounding** – Whenever possible, remove competing sounds. Close windows or doors, turn off radios and noisy appliances, and move away from loud people or engines. Choose a quiet time and place for listening.

Tips for becoming an Active Listener

- **Establish a receptive mindset** – Expect to learn something by listening. Strive for a positive and receptive frame of mind. If the message is complex, think of it as mental gymnastics. It is hard work but good exercise to stretch and expand the limits of your mind.
- **Keep an open mind** – We all sift and filter information through our own biases and values. For improved listening, discipline yourself to listen objectively. Be fair to the speaker. Hear what is really being said, not what you want to hear.

Tips for becoming an Active Listener

- **Listen for main points** – Concentration is enhanced in satisfaction is heightened when you look for and recognise the speaker's central themes.
- **Capitalize on lag time** – Make use of the quickness of your mind by reviewing the speaker's points. Anticipate what is coming next. Evaluate evidence the speaker has presented. Don't allow yourself to day dream.
- **Listen between the lines** – Focus both on what is spoken and what is unspoken. Listen for feelings as well as for facts.

Tips for becoming an Active Listener

- **Judge ideas, not appearances** – Concentrate on the content of the message, not on its delivery. Avoid being distracted by the speaker's looks, voice, or mannerism.
- **Hold your fire** – Force yourself to listen to the speaker's entire argument or message before reacting. Such restraints may enable you to understand the speaker's reason and logic before you jump to false conclusions.



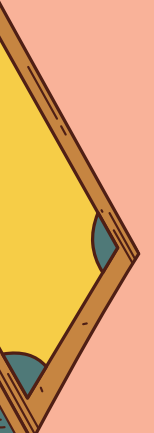
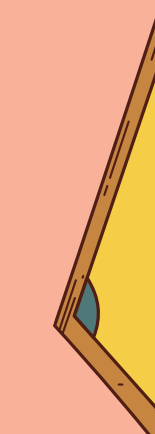
Tips for becoming an Active Listener

- **Take selective notes** – For some situations, thoughtful note taking maybe necessary to record important facts that must be recalled later. Select only the most important points so that the note taking process does not interfere with your concentration on the speaker's total message.
- **Provide feedback** – Let the speaker know that you are listening. Nod your head and maintain eye contact. Ask relevant questions at appropriate times. Getting involved improves the communication process for both the speaker and the listener.






Problems of Poor Listening Skills



- Listening is the communication skill we use the most
 - Listening is probably the least developed of the four language skills.
 - One major cause of poor listening is that most people simply have not been taught how to listen well.
 - Think back to your early years in school. How much class time was devoted to teaching you to read and write? How many opportunities were given to read aloud, participate in play or speak before a group? Chances are that reading, writing and perhaps speaking were heavily stressed in your education. But how much formal training have you had in listening?
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Problems of Poor Listening Skills

- Another factor that contributes to poor listening skills is the disparity between the speed at which we normally speak and the speed at which our brains can process data.
 - Poor listening skills are not as readily apparent as poor speaking or writing skills. It is easy to spot a poor speaker or writer but much more difficult to spot a poor listener because a poor listener can fake attention. Sometimes a poor listener may not be aware of this weakness. He or she may mistake hearing for listening.
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Listening Sub-skills

1. Listening for specific information
2. Listening for gist
3. Listening in detail

Listening for specific information

When we listen to discover a specific piece of information. We know in advance what we are hoping to find out. We can ignore other information that doesn't directly concern us.

Example




- At the airport, we listen for specific information when listening for information about our flight.
- At the convocation, a student listens to specific information when anticipating their name to be called out.



Listening for gist

When we listen to get a general idea of what's being said. We don't need to understand every word.

Example




- When we listen to the news on television, we wish to get an ideas as to what has generally happened in the country that day
 - When we listen to a song, we want to enjoy it overall.
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Listening in detail




When we pay attention to all the words and try to understand as much as information as possible.

Example

- When one is in a city who doesn't know and has asked for directions to one's hotel, one listens in detail so as not to miss out on any important piece of information.
 - When we are chatting to an old friend after some time and exchanging news, we listen in detail.
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RECALL - Identify whether the given statements are true or false.

- Most people are taught how to listen carefully
 - Poor listening skills are not as readily apparent as poor speaking or writing
 - You can hear something but still not listen
 - Research shows that formal training improves listening skills.
 - Physical distractions are more difficult to eliminate than mental distractions.
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RECALL - Identify whether the given statements are true or false.

- Most people are taught how to listen carefully - **False**
 - Poor listening skills are not as readily apparent as poor speaking or writing - **True**
 - You can hear something but still not listen - **True**
 - Research shows that formal training improves listening skills - **True**
 - Physical distractions are more difficult to eliminate than mental distractions - **False**
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Listening Activities



Write what you hear

An extract from a story will be played. You are supposed to write down what you hear. Extract will be played twice in case you miss any specific word/phrase or sentence. Once you are done, you will exchange papers among your classmates. Story will then be displayed on slides and your classmates will check your papers.



Listening Activities

Write what you hear

Audio 1 - A Few Words to Begin with


- Huck Finn
 - Tom Sawyer
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Listening Activities

Write what you hear

Audio 1 - A Few Words to Begin with



Most of the adventures in this book really happened. One or two were my own experiences. The others were experiences of boys in my school. Huck Finn really lived. Tom Sawyer is made of three real boys. My book is for boys and girls, but I hope that men and women also will read it. I hope that it will help them to remember pleasantly the days when they were boys and girls, and how they felt and thought and talked, what they believed, and what strange things they sometimes did.





Listening Activities

Write what you hear

Audio 2 - A Few words to End







Listening Activities

Write what you hear

Audio 2 - A Few words to End






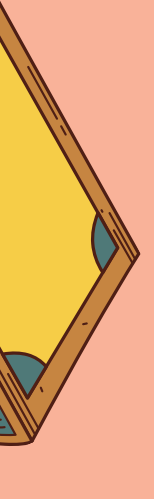

So, end this story because it is the history of a boy, it must stop here. It could not go much further without becoming the history of a man. Most of the people in this book are living yet, and are happy. Perhaps some day the story will be continued. Therefore, it will be wise to tell no more now.

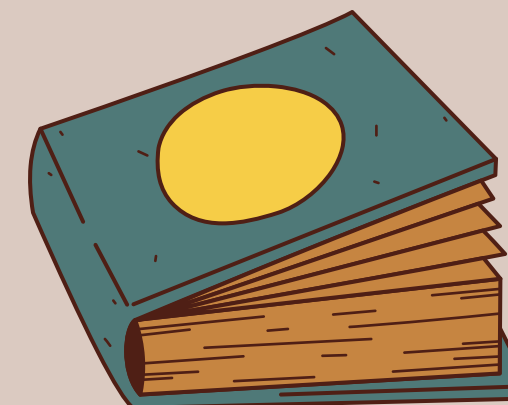
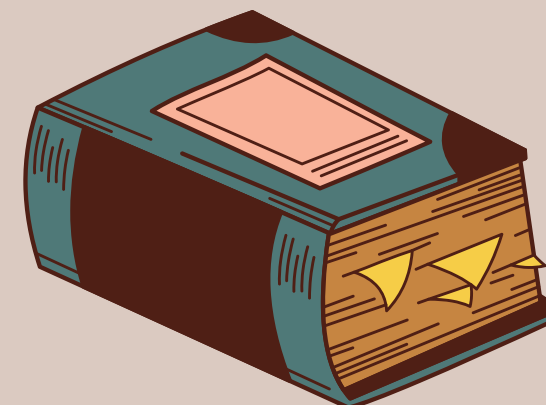
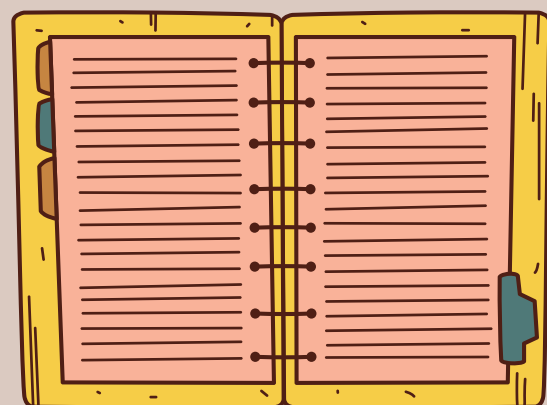


Listening Activities

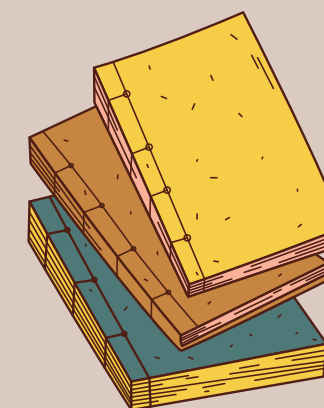
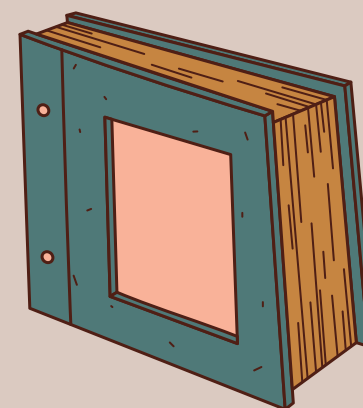
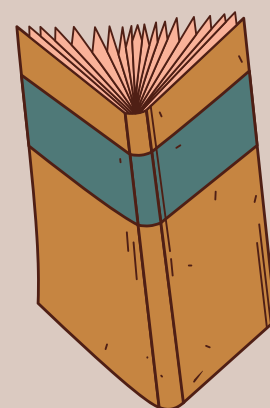
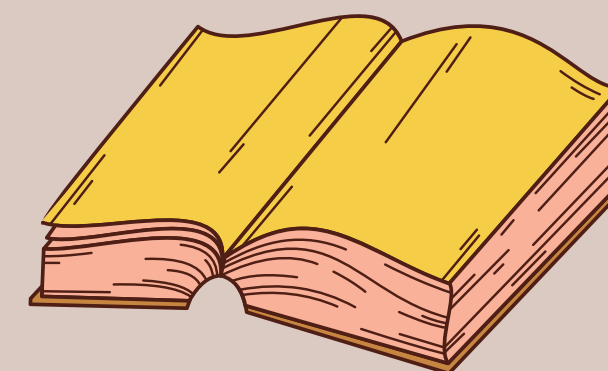
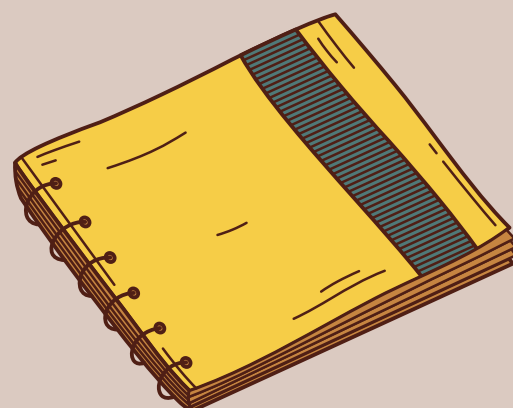
Summarize a TEDTalk

A TEDTalk will be played thrice. You may take notes while listening, which will help you in summarizing the information you have heard. Once done. You will be given time span of 10 minutes to summarize what you have listened. Once done, Submit your papers to your teacher.





THANK you






Problems of Poor Listening Skills



Here are some results of ineffective listening.

1. Instruction not being followed.
 2. Equipment broken from misuse
 3. Sales lost
 4. Feelings hurt
 5. Morale lowered
 6. Productivity decreased
 7. Rumors started
 8. Health risks increased
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