

Listening Skills

Semester 4 - Professional Grooming and Personality

Development (303193252)

Learning Objectives

By the end of this session, students will be able to:

1. Understand the importance of listening in communication.
2. Differentiate between hearing and listening.
3. Identify common barriers to effective listening.
4. Recognize different types and steps of listening.
5. Cultivate the qualities of an effective listener.

Topics to be Covered

1. Introduction to Listening
2. Hearing vs Listening
3. The Four Steps of Listening
4. Types of Listening
5. Barriers to Effective Listening
6. Traits of a Good Listener
7. Tips to Improve Listening Skills
8. Activity

Introduction

- Listening is a crucial part of communication and a key to professional success.
- While writing, speaking, and reading receive formal training, listening often doesn't—yet it comprises 45% of our communication time.
- It's an active, intellectual, and emotional process that must be learned and practiced.

Hearing vs Listening

Hearing is passive — simply perceiving sound.

Listening is active — it involves focus, interpretation, and emotional connection.

Good listening requires energy, patience, and empathy.

Example: Noticing a honking car vs understanding a friend's tone during a conversation.

Four Steps of Listening

Hearing – Attending to the speaker's words

Interpretation – Understanding based on experience, knowledge, and context

Evaluation – Judging the message content

Response – Providing verbal or non-verbal feedback

video link illustrating poor vs effective listening -

<https://youtu.be/nhe0KSGoUgc?si=p8AjVbS4y1mlcnlu>

https://youtu.be/3_dAkDsBQyk?si=tZD8lsSgWskkvVXz

Types of Listening

Active Listening: Focused on both message and emotion

Evaluative Listening: Used for speeches, debates

Appreciative Listening: For art, poetry, music

Empathetic Listening: Understanding speaker's feelings

Example: Using empathetic listening during a friend's personal sharing

<https://youtu.be/36HDTMf15No?si=16ceiv6RNXAV0pdY>

Barriers to Effective Listening

Lack of concentration and patience

Self-centered or selective listening

Emotional blocks, mood swings, and prejudices

Poor health and distractions

Tendency to judge the speaker prematurely

Tip: Practice awareness to reduce these obstacles

Traits of a Good Listener

A good listener:

- Maintains eye contact and an attentive posture
- Matches the speaker's tone and vocabulary
- Asks open-ended questions
- Reflects feelings appropriately
- Listens “between the lines”

Tips to Improve Listening

Stop talking; stay mentally and physically present

Show empathy and interest

Use body language positively

Avoid distractions and judgments

Take notes and ask clarifying questions

Activity

Barriers to Listening – A Roleplay

Instructions:

1. In pairs, one person plays the speaker, the other the listener.
2. Introduce a barrier (e.g., distraction, judgment), (can be played by a third person)
3. Discuss how it affected understanding.
4. Switch roles and repeat.

Conclusion

Effective listening enhances learning, leadership, and teamwork.
It involves conscious effort, empathy, and practice.
Improving listening skills leads to better personal and professional relationships.

Learning Outcomes

After this session, learners will be able to:

1. Define listening and distinguish it from hearing.
2. Explain the four stages of the listening process.
3. Identify and overcome common listening barriers.
4. Apply practical tips to improve daily communication.
5. Demonstrate active listening in various scenarios.

Thank You