

# **LISTENING AND NOTE TAKING**

**G.P.RAGINI**

**Senior Assistant Professor**

**School of Humanities and Sciences**

**SASTRA University**

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## 1. LISTENING AND NOTE TAKING

Listening is very important and essential skill that all students must develop. It has been established through research findings that lack of effective listening tends to impede one's career advancement in varied forms. Tom Peters, an acclaimed management guru, avers that listening is a potential skill incorporating both management and leadership qualities. Complete comprehension of any oral message / speech / lecture is more challenging than reading. While reading, if you happen to miss a few lines, you can reread and understand the link. But when you are listening to an important lecture or in a meeting, you cannot always ask the speaker to repeat, especially while you are in edge of a big gathering or in closed chambers meeting with the head of your company. Here comes the art of developing effective listening and the habit of note taking. You cannot remember everything you have been listening. So while listening, if you take notes, it can be used productively on a later date.

The process of listening comprises of four stages:

Perception	Interpretation	Evaluation	Action
The listener observes and focuses on the message sensing.	The listener decodes/interprets the message.	The listener judges the contents of the message.	The listener responds to it.
	Decoding	Valuation	Response

Listening is a complex process which involves perceiving and interpreting the sound correctly as well as understands the implied or explicit meaning of the message. It includes skills like scanning, prediction, speech decoding, comprehending and oral discourse analysis. Scanning is the ability to locate specific information in a conversation, in a speech/presentation or argument whereas prediction is guessing information.

### Effective listening strategies:

Most students, who do not have systematic approach to listening, face difficulties in understanding a lecture, a seminar or a discussion. They suffer from lack of concentration, boredom and poor comprehension.

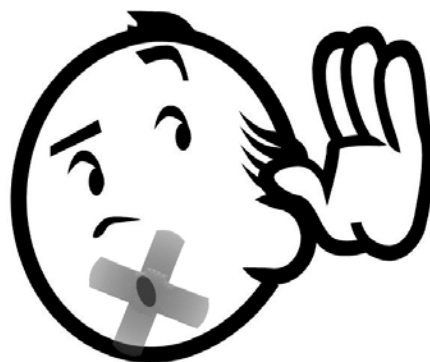
Ten rules for good listening:

1. **Stop talking:** Do not talk while listening. One cannot be a speaker and a listener at the same time.
2. **Stop thinking:** It is not enough if you can stop talking; you cannot listen effectively when you are involved in thinking.
3. **Remove distractions:** Should avoid all distractions; concentrate on listening.
4. Do not let your mind wander.
5. Put your speaker at ease.
6. Do not prejudge, give the speaker a chance to complete.
7. Do not be angry; control your anger if you are irritated with speaker's ideas.
8. Empathize with the speaker.
9. Be patient.
10. Take notes.

### ***1.1 Techniques of note taking while listening:***

Taking notes while listening to lectures and talks is an academic activity. There are four steps:

- Listening
- Filtering
- Paraphrasing
- Noting



#### **1.1.1 Listening:**

1. Follow the rules for good listening and apply active listening techniques for better comprehension.
2. Carefully listen to the verbal message in order to identify its purpose and scope.
3. Identify different modes of styles for example – reading style, conversational style, informal, rhetorical, so on.
4. Deduce meanings of words and phrases from their context and infer relationships.
5. Recognize key terms related to the subject.
6. Recognize function of stress and intonation.
7. Recognize function of nonverbal cues as markers of emphasis and attitude.

### **1.1.2 Filtering:**

1. Do not try to write everything.
2. Filter the information received.
3. Concentrate on the verbal signposts to recognize the organization and main points of the speech.
4. Identify the relationships among units within the speech (that is main points, supporting points, minor points, and hypothesis illustrations and so on).
5. Look out for key words and phrases.
6. Identify the role of discourse markers.
7. Identify the salient points.

### **1.1.3 Paraphrasing:**

1. After identifying the core information, rephrase suitably.
2. Use appropriate words and phrases to express the central idea, main points and supporting details.
3. Do not use complete sentences anywhere; use words, phrases, and clauses.

#### **I. Note:**

1. After restructuring and rephrasing the core information, jot them down.
2. Use appropriate reduction techniques such as abbreviations and symbols to save time.
3. Use numerals, numbers, and decimalization and so on.
4. Use note cards and notebooks.

### **1.1.4 Note taking**

- ❖ Jot down points
- ❖ Use abbreviations and symbols
- ❖ Use subordinating techniques and a suitable method of sequencing; numerals, numbers, decimalization etc

Use note cards and note books to jot down points

## **1.2 Reference**

Technical Communication

MeenakshiRaman Sangeetasharma

Oxford University Press publications