**Chapter 6 Review Guide**

**Listening**

**Directions: To prepare you for our in-class discussion, activities, and online quizzes or exams, please complete the following review questions.**

1. Describe the differences between **hearing** and **listening.**

Hearing: physiological process

Listening: consists of complex affective, cognitive & behavioral processes.

2. Describe **and** provide examples of **listening apprehension.**

\* anxiety we feel about listening.

EX: worrying about misinterpreting the message, how the message will affect us.

3. **Styles of Listening:** Describe **and** provide examples of the following listening styles:

1. **Content-oriented:** focus on & evaluating the facts and evidence. EX: enjoy processing complex messages, likely to ask many questions.
2. **People-oriented:** focus on feelings their conversational partners may have about what they are saying. EX: notice emotions & encourage by using nonverbal cues.
3. **Action-oriented:** focus on ultimate point of the speaker’s. EX: anticipate what the speaker will say.
4. **Time-oriented:** prefer brief & hurried conversations & often use nonverbal & verbal cues to signal to be more concise. EX: consistently check time.

4. **Barriers to Listening (NOT IN THE TEXTBOOK):** Describe the barriers to listening in the following category: Noise, Perception of Others, and Yourself.

**Noise:**

factual distractions- listening to info and focusing on every little detail & miss out on big idea.

Semantic distraction- over-responding to an “emotional” term/phrase.

Multitasking- trying to do two or more tasks simultaneously

**Perception:**

Status- social standing, rank, or perceived value of another person

Sights and Sounds- allowing appearances or voice quality affect your listening

**Yourself:**

Egocentrism- excessive focus on yourself

Pseudo-listening- pretending to listen, while your mind wanders off on something

Listening Apprehension- fear or anxiety associated with listening

5. According to the textbook, what are the five stages of listening?

1) attending

2) understanding

3) remembering

4) evaluating

5) responding

6. **Effective Listening Behaviors (NOT IN THE TEXBOOK):** Describe effective verbal **and** nonverbal listening behaviors.

**P**araphrase the speakers’ message to check for understanding

**A**nswer with descriptive, non-evaluative feedback as you evaluate the info

**I**nvite additional comments to clarify the message

**D**escribe the speaker’s intent (emotion)

**P**osition yourself close to the speakers

**A**dd bodily responses throughout the interaction

**I**ncorporate direct eye contact and body orientation

**D**emonstrate relaxed, yet alert, posture

7. Describe key strategies to employ **and** provide an example of a response when your goal is to:

1. Provide emotional support:

\*Clearly state that you want to help

\*express acceptance/affection

\*demonstrate care/concern/interest

\*indicate you are available to listen

\*state you are an ally

\*acknowledge their feelings/situation

EX: “IS there anything I can do?”.

1. Give constructive criticism:

\*Use “I” language to clearly own the comment you make

\*use specific language & specific examples

\* find a point to agree w/ something positive to say expressing your disagreement

EX: “I think you did the presentation wonderfully, but I disagree on these points that you made.”

IN CLASS

LISTENING

\*attention

\*understand (paraphrase)

\* remember

\*evaluate- critical think-> descriptive, non-evaluation(clarify)

\* respond (paraphrase)