

Listening.

Def:

Listening is to paying attention to somebody that you can hear to take notice of what someone says.

Importance~

Communication is not complete without effective listening. An attentive listener stimulates better speaking by the speaker.

A good listener learns more than the indirect listener. By proper listening, listener can improve his skills and can become more confident.

Types~

There are two major types of listening-

i)- Active listening.

ii)- Passive listening.

ACTIVE LISTENING=

It is a skill that can be developed by practice. It means fully concentration on what is being said. rather than just passively. Active listening involves all human senses.

Example-

Active listening helps in recognizing others perspectives and feelings and helps us to appreciate them. This not only helps in resolving conflicts but also helps foster a culture of respect.

Steps/Factor to become active listener-

i) Face the speaker and have eye contact-

Eye contact is an important part of face to face conversation.

To much eye contact can be intimidating so avoid it. Try breaking eye contact after every five seconds,

look at one eye for five seconds than on the other eye for next five seconds than look away so that he think that u are listening attentively.

ii) Listen to Non-verbal cues too-

Facial expressions, body movements, gestures and postures can tell you what the other person

is trying to ~~says~~ said. Pay attention towards what the

other person is trying to said

with his body language ie

are he smiling, or are his

arms crossed defensively or he

is closing his eyes so that

he is tired or upset.

ii) Don't Interrupt:-

Being interrupted is ~~frustrated~~ frustrated so that the other person thinks that he is not important for u or what u say doesn't mean it. If u are a quick thinker or a fast speaker, then slow down yourself so that the other person can express his feelings. If u interrupt him he might have lose the speed in which he is speaking.

iii) Listen without judging or jumping in conclusions:-

If you start reacting emotionally to what is said, then u get in the way of listening to what is said next. Try to focus on listening. Eventually, don't amuse that you know what is going to be said next.

iv) Show that you're listening:- Nod

your head, smile and make small voices like "yes" - Motivate the speaker so that he continue speaking. Don't look at your watch or play with your hairs or fingernail.

vi. Stay focused =

If you cannot focus on what someone is saying then repeat these words in your mind in the same way the speaker is saying. This will reinforce on what is being saying and helps you to concentrate. Also shut up the distraction like the other conversations going in the room. And definitely do not look at your phone.

vii. Ask questions =

Ask relevant questions to the speaker about what is being saying so that he think you are listening.

If you can listen correctly and you have nothing to say then wait for the speaker to pause and then say something like "What you can say about him, it, or any other relevant question."