

HEARING AND LISTENING

What is hearing?

- The definition of hearing revolves around the physiological act of hearing sounds. Merriam-Webster defines hearing as the “process, function, or power of perceiving sound; specifically: the special sense by which noises and tones are received as stimuli.”
- Hearing is a passive, physical act that requires one sense and has to do with the perception of sound. It does not rely on [concentration](#). Hearing is like collecting data; we hear sounds and words all day long, even if we are not paying attention to them.

What is listening?

- The definition of listening revolves around actively paying attention to the words and sounds that you hear to absorb their meaning and develop an emotional response. Merriam-Webster defines listening as the “to hear something with thoughtful attention.” Listening is a mental, active process that requires multiple senses. Listening is a voluntary act, meaning that an individual can choose whether or not to hear. If you choose to listen, then it is an active process. You can hear sounds and words without having to listen or focus on what you are hearing. Hearing without listening is an example of the common phrase “in one ear and out the other”

Passive vs. Active listening

- Listening can be broken down into one step further: active and passive listening. Experts often use these terms in the communication world when talking about healthy relationships among peers, coworkers, romantic partners, friends, and family members.
- Active listening requires curiosity, [motivation](#), purpose, and effort. The active listener attempts to internalize and understand what they are hearing to connect with the other person and participate in a meaningful conversation. In other words, active listening is the way you want to listen if you want to understand or if you are looking to solve a problem with another individual.
- On the opposite end of the listening spectrum is passive listening. Passive listening is listening that is characterized as being disconnected, inattentive, and unreceptive. A passive listener has no desire to contribute effectively to the conversation. A passive listener most likely already has an opinion formed and is unwilling to work with the other individual to come to a solution. Passive listening is not a great way to communicate with people you are striving to form relationships with.

Types of Listening

- Appreciative
- Empathetic
- Critical
- Comprehensive
- Superficial

Appreciative Listening

- Appreciative listening is a particular listening behavior defined by when a person seeks out and listens to certain auditory information that they will personally appreciate or like. It might help them to achieve a specific goal.
- For example, you may choose to [listen to more classical music](#) and to learn more about it, something this Udemy course can help you with. Sometimes appreciative listening serves a need, such as listening to [meditation seminars](#) in order to self heal or fall asleep easier. Sometimes appreciative listening is just about setting aside the time for yourself to listen to what you enjoy, and nothing more.

The Three Factors of Appreciative Listening

- Appreciative listening is subjective. This means it is focused on the thoughts and feelings of the listener. Rather than judge the material you're listening to by the way it affects others, or by other's opinions of the material, understanding appreciative listening begins with understanding three factors:

- (1) Presentation
- (2) perception, and
- (3) previous experience.

- **Presentation**

Presentation refers to the medium in which a material is presented. This includes, but is not limited to, music, instrumentation, vocal speech or singing, radio or television, or other auditory formats. It is also affected by the setting of the presentation. For example, hearing classical music in a large concert hall is a very different experience from listening to it on a stereo system in your home or car.

- **Perception**

Perception is important when considering appreciative listening. This is a very fluid concept. A listener's opinion (or appreciation) of what they are hearing may change between presentations of the material, and can even change over the course of listening. An example might be listening to a great speech. The cadence, rhythm, and delivery method of a speaker might engage a listener, but they suddenly might be turned off by the change in tone or content.

- **Previous Experience**

Previous experience informs appreciative listening in a way similar to perception. Often a listener knows what they appreciate ahead of time. This is because they've already been exposed to it. The memory of a pleasant experience can greatly affect one's appreciation and lead them to enjoy other materials in the same genre or by the same artist even more. However, one should stay open to new experiences. By finding more things you appreciate you develop your listening skills in addition to broadening your cultural horizons.

Empathetic Listening

Empathic listening is the practice of being attentive and responsive to others' input during conversation. Listening empathically entails making an emotional connection with the other person and finding similarities between their experience and your own so you can give a more heartfelt response. Also called active listening or reflective listening, empathic listening requires you to be considerate of the other party's input. One main quality of empathic listening is giving support and encouragement rather than advice or criticism.

Qualities of an empathic listener

- **Presence:** More than just be physically in the same space with the speaker, presence entails being focused closely on the conversation. To be present, it is important to minimize external distractions and refrain from planning your responses while the other person is talking.
- **Compassion:** The main component to being an empathic listener is identifying with the other person's emotional experience. Even if you haven't experienced the same situation as the speaker, you can try to find similarities anyway. For instance, if a coworker states that they are having trouble adjusting to an increased workload, you may identify by thinking of a time when you had more chores at home.
- **Wisdom:** If someone is sharing something emotionally important with you, it's likely because they trust your judgment and experience. Wisdom includes both understanding the speaker's input and examining the circumstances around the problem to better grasp all the factors involved. For example, if one of your colleagues is having a conflict with another person in the department, you can acknowledge one person's stress while also considering that the other party has their own challenges and is likely not trying to be offensive.

- **Non-judgment:** An important part of listening empathetically is to refrain from criticizing the other party, either out loud or to yourself. You may find that you disagree with something the speaker has said, but consider they have their own reasons for acting how they do.
- **Trustworthiness:** If you're in a situation where the other person is speaking to you about emotional matters, it's crucial to keep what they say in confidence. However, if they ask that you support them by mediating a conflict with another party, you may discuss the details of the conversation if it helps you achieve the speaker's goal.
- **Patience:** Even with close colleagues and friends, it can be challenging to disclose emotional experiences. It may take the speaker some time to find the words for what they want to say and feel comfortable enough to express them. Be patient and allow them the time they need to speak freely.
- **Responsiveness:** Although empathic listening means listening to the other party without interjecting your input, there will likely be a time when the speaker wants to hear what you think. In these cases, it may help to clarify by asking, for instance, "Would you like to hear what I think about this?" or "What kind of feedback would you like from me?"

Critical Listening

Critical listening, also known as active listening, is a communication skill where instead of simply hearing what you're listening to, you evaluate the speaker's message and extract key details from it. Listening to all parts of a conversation and properly extracting meaning helps you understand the subject of the discussion and deciding on a course of action. While it may sound like an obvious way of listening, it takes effort to actively listen and properly process what you're hearing.

Benefits of listening critically

- Listening critically can be a useful tool in professional scenarios, allowing you to extract and inspect a lot of data in a short space of time. Here are some advantages of listening critically:
- **Data processing:** Listening actively helps you process what you're hearing more quickly and better consolidate it in your mind. This can lead to better recall and more critical engagement in discussion with the speaker once they have finished.
- **Interrogation of evidence:** Interrogating evidence critically at all times helps you to avoid treating opinions as facts and taking things as a given. In a professional or academic context, this can prevent poor or impulsive decision-making or conclusions based on emotion rather than practicality.

- **Creativity:** If you listen to a speaker critically, you're more likely to find inspiration or have new ideas based on what you're hearing. For example, if you listen actively during a project proposal, you may think of some suggestions for additional functionalities or have better questions to ask.
- **Efficiency:** When you actively listen to a recorded piece, you're likely to require fewer listens to extract meaning properly and are less likely to miss information. This saves time and makes you more efficient because you're extracting more from what you're hearing on the first listen.
- **Politeness:** In professional and academic contexts, it's polite to listen critically, and this is ultimately the point of a presentation or lecture format. Speakers may decide to single out people who don't listen critically to what they say, so listening critically in these scenarios can help you avoid embarrassment.

COMPREHENSIVE LISTENING

- In English, comprehensive listening is just the next step that is beyond discrimination between the different sound and sights and finally make sense out of it.
- In simple words, Comprehensive listening will **help you to comprehend the meaning** and understand what is being said. While comprehending the meaning the initial step is to have a lexicon of words at the fingertips. Along with that, you must have a good knowledge of the rule of grammar, syntax, and guidelines.

- It is also true for the visual components of communication where you can get an understanding of the entire body language. This helps the other person the actual meaning of the words or sentences used by the speaker. So comprehension listening is **also called as content listening** or informative listening or full listening.
- In simple words, **understanding the meaning of the message** is comprehensive listening. It **will make use of various analyses and evaluations** that will interpret the message delivered by the speaker. To completely understand or comprehend the person, you need to expand your horizon.

SUPERFICIAL LISTENING

- Superficial listening means listening without paying attention. You can hear what the other person is saying, but your attention is somewhere else. Hearing records the sound waves of the other's voice.
- You may be listening to someone and at the same time be thinking or doing something else.
- You don't need to pay attention to hear. Superficial listening, therefore, is a passive act.
- There is not just one type, but different types of listening other than the one mentioned above. For example, the [relational listening style](#).

DIFFERENCE BETWEEN LISTENING AND HEARING



Point of difference	Hearing	Listening
1.Difference	Receiving any message through ears is known as hearing.	On the other hand explanation of the received message can be labeled as listening.
2.position in the listening process	It is the first step of listening process.	It is the nest step of listening process.
3. function	Function of hearing is just to receive the verbal message.	Listening involves decoding or interpretation of the message.
4. consciousness	Consciousness is not required in hearing.	On the other hand listening is a conscious human behavior.

THANK YOU