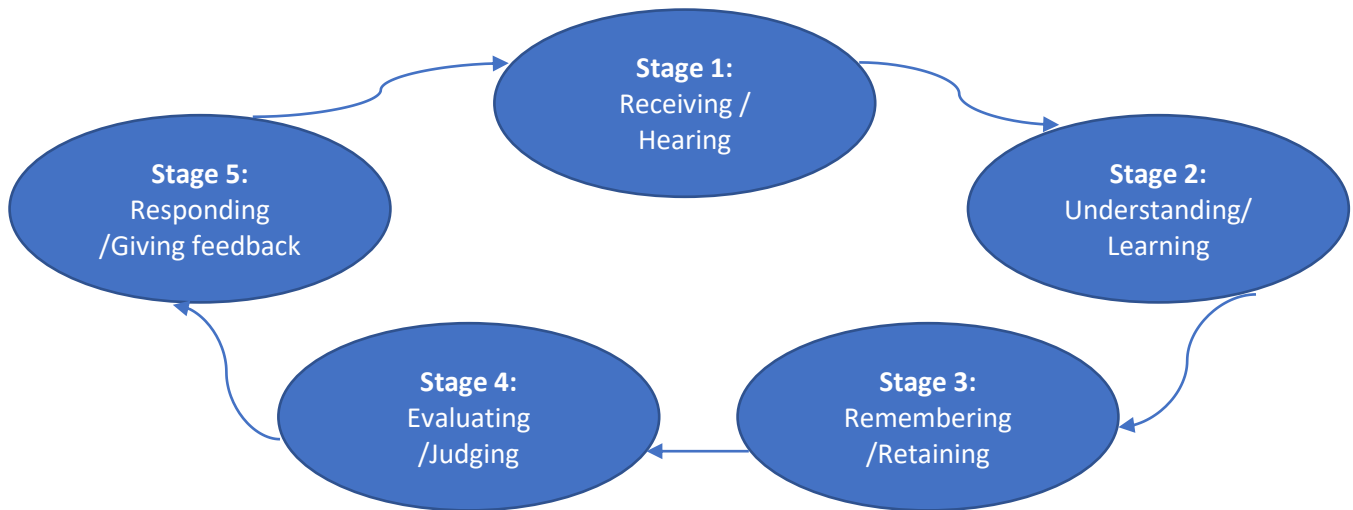


## Public speaking- Lecture 5 (Pr. El Hadari)

### Listening skills:

The following model presents **five important skills** involved in the process of listening.

This model was proposed by “**Joseph Devito**”:



#### 1. Skill 1: *Receiving*

- ✓ At this stage, we focus attention on the person speaking. We also focus on both verbal and non-verbal messages.
- ✓ Hearing begins and ends at this stage.
- ✓ Listening begins but does not end at this stage. It goes beyond the process of receiving information.

#### 2. Skill 2: *Understanding/ Learning*

- ✓ It is the moment when the listener decodes (deciphers) the speaker's message.
- ✓ It is very important at this stage to connect the new information with the old one. This simply means the act of connecting the new knowledge in the speaker's message with the previous knowledge of the listener.
- ✓ Understanding the speaker's message requires (necessitates) effective listening to the **whole speech**.

- ✓ One of the techniques which can be used to demonstrate understanding is **rephrasing and paraphrasing**.

### 3. Skill 3: *Remembering/ Retaining*

- ✓ It is the stage in which the listener **strives** to remember the key points in the speaker's message.
- ✓ One of the techniques that can be used to remember and retain the key points in the speaker's message is repetition.
- ✓ One of the techniques that can be used while listening to a public speech is **note taking** in addition to **memorizing**.
- ✓ At this stage, the job of the listener is to take the new information from the **short-term memory** to the **long-term memory**.

### 4. Skill 4: *Evaluating and judging*

- ✓ It is the moment when the listener gets the chance to evaluate and judge the content of the speech as well as the credibility of the speaker.
- ✓ It is very important to bear in mind that fair evaluation requires **active listening** to the **whole speech**.

### 5. Skill 5: *Responding and giving feedback*

- ✓ It is the moment when the listener gets the opportunity to react to the speaker's message in both positive and negative ways. This reaction can be either verbal or non-verbal.
- ✓ Among the non-verbal reactions to a public speech, one can mention nodding, shrugging, smiling, and even frowning, but it is better not to frown. It is good to be positive.
- ✓ At this stage, the listener gets the opportunity to verbalize his or her ideas and opinions freely and openly.

### Practical exercise:

**Topic:** Mothers (fathers ...) are blessings from Allah.

**Opening statement:** (Suggested points)

*We all wonder how mothers have the magic power to do and redo things for their kids and family, and how they have the energy to be a great carer, a teacher, a nurse, a big motivator, a playmate, a great lover all at the same time without waiting for anything in return. I'm here today to say to all mothers in the world including mine: you are real blessings and a valuable gift from Allah. You are the most glamorous creature who are always willing to make our lives beautiful.*

**Heading 1:** Mothers are and emblem (symbol) of love care and affection.

**Heading 2:** Mothers are great teacher.

**Heading 3:** Mothers help us build our identities.

**Heading 1:**

*When I was 12 years old, I got terribly ill, I was dejected (very sad) and powerless. My dear mother was next to me all the time, repeating her common refrain:*

*“Be strong my big boy! Try to be strong! I am sure you will recover and get better”. Believe me if I tell you that her simple but sweet and sincere words took me from the world of darkness to that of light. Her words fell on my heart as a natural pacifier clearing clouds of pain and tiredness off my sad heart. Can you guess what she did for me at this moment of illness? She kept showering me with her warm love words. To be frank, I still feel the warmth and the power of these words until now. That's why my mum has always been so precious to me. She is the candle which illuminates every corner of my life. She is for me the torch which enlightens the whole world.*