



Effective Listening Skills

Listening Skills



Why listening skills are important

- Improves relationships
- Improves our knowledge
- Improves our understanding
- Prevents problems escalating
- Saves time and energy
- Can save money
- Leads to better results

THE ART OF LISTENING



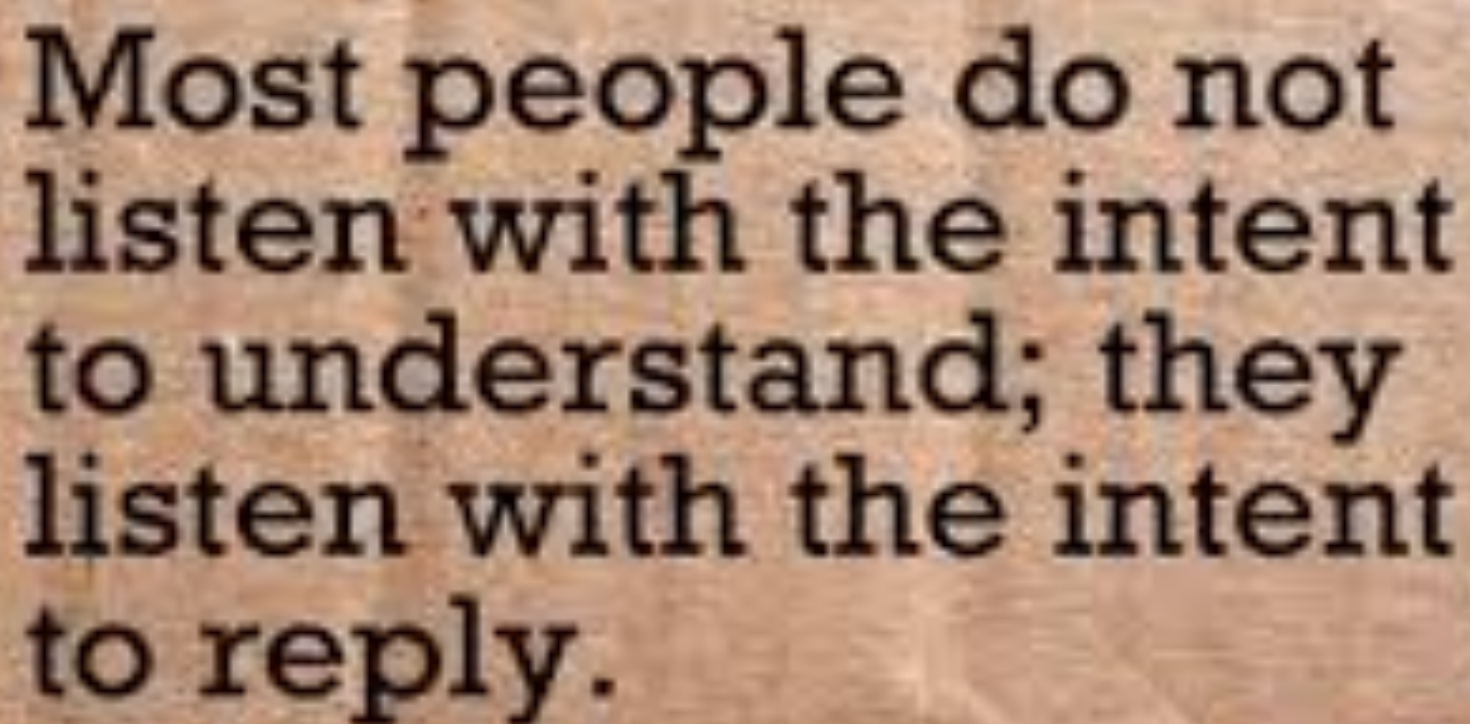
The Art of Listening

Meaning

In simple words , listening is a process of receiving and interpreting the spoken words.

while receiving and interpreting the spoken words, the listener is concerned with 4 factors, that is

- Sensing
- Message decoding or interpreting
- Evaluating
- Response



Most people do not
listen with the intent
to understand; they
listen with the intent
to reply.

The Active Listening Skill Set



Hearing vs. Listening



Hearing

- Accidental
- Involuntary
- Effortless

Listening

- Focused
- Voluntary
- Intentional

What is Hearing ???

- Generally hearing is the sensation of sound.
- Hearing or the auditory perception is the ability to perceive sounds by detecting vibrations, changes in the pressure of the surrounding medium through time, through an organ such as the ear.

What is listening?

- Listening is the absorption of the meanings of words and sentences by the brain
- Listening leads to understanding of facts and ideas
- Listening is considered to be the one of the most important part of the oral communication

- **The Listening Process**

SENSING

ENCODING

**EVALUATIO
N**

RESPONSE

TYPES OF LISTENING

- **Appreciate Listening**
- **Empathetic Listening**
- **Comprehensive Listening**
- **Critical/ Evaluate Listening**
- **Attentive/Focused**

BARRIERS TO EFFECTIVE LISTENING

- **CONTENT**
- **SPEAKER**
- **MEDIUM**
- **DISTRACTIONS**
- **MINDSET**
- **LANGUAGE**
- **FEEDBACK**
- **CULTURAL BARRIERS**
- **PHYSICAL**
- **PSYCHOLOGICAL**

ADVANTAGES OF GOOD LISTENING

- Active Listening Builds Trust and Strong Relationships. ...
- Active Listening Can Help You to Resolve Conflict. ...
- Active Listening Prevents You From Missing Important Information. ...
- Active Listening Enables You To Identify or Anticipate Problems. ...
- Active Listening Helps You To Build More Knowledge.