**Name: Gunnar Forcier** Oral/Interpersonal Communication: Chapter 5

Listening Journal (20 points /4 points for each entry)

**Guidelines**

For the next three or four days, keep a “journal” of **listening** **situations** that you participate in (or witness at home or in a public area). You should include at least FIVE entries total (an average of fewer than two per day). You may have more than one entry for some days, and other days you may not have any. However, entries should not be recorded for just one day. You might want to keep track of your entries in a notebook or on paper and then transfer them to this document.

**Grading Criteria**

FOR EACH ENTRY, identify the following: ***Who*** was involved; ***What******topic/issue*** was discussed; ***When*** the interaction took place; ***Where*** the conversation took place; and ***Why*** the communication occurred (i.e., the **purpose/rationale and its significance)**.

Afterwards, write a **brief analysis** of your listening skills and those of the other party (or parties). Please write your analysis in complete sentences addressing the following concepts covered in Chapter 5:

* [Section 5.1](https://open.lib.umn.edu/communication/chapter/5-1-understanding-how-and-why-we-listen/): What type(s) of listening took place? What listening style(s) was (were) demonstrated?
* [Section 5.2](https://open.lib.umn.edu/communication/chapter/5-2-barriers-to-effective-listening/): What listening barriers played a role? What impact did they have on the communication situation?
* [Section 5.3](https://open.lib.umn.edu/communication/chapter/5-3-improving-listening-competence/): What could you and/or the other party (parties) have done differently to improve listening competence? If the outcome was mutually beneficial for you and the other communicator(s), how did you and/or the other party (parties) demonstrate listening competence to achieve that success?

**Submission**

Once you have completed this activity, submit it in Canvas.

**Entry 1**

Who was involved? My partner Sarah and me.

What was the topic/issue? Making plans for dinner.

When did the interaction occur (date/time)? 4/8/2023 12:00PM

Where did the conversation take place? Living Room

Why did the communication occur (purpose and significance)? We needed to figure out if we were going out or making dinner for ourselves.

Analysis: We used critical and empathetic listening types in order to try to understand our needs. We were action oriented as we were deciding if we wanted to spend money on going out and planning our activities for the evening. I was feeling very sick over the weekend so there was a lot of physiological noise involved. It constrained us to pretty much ordering out or cooking a meal indoors. Our conversation didn’t go very smoothly because I don’t think I prepared myself enough to listen. I was honestly just focused on being sick, and I let that distract me from giving my full attention to the conversation, which I believe I could have.

**Entry 2**

Who was involved? My friend Hunter and me.

What was the topic/issue? Discussing school problems and successes.

When did the interaction occur (date/time)? 4/8/2023 4:00 PM

Where did the conversation take place? My friend’s house in the living room.

Why did the communication occur (purpose and significance)? We both go to CVTC and are in IT programs, so we enjoy talking about our experiences with school throughout our programs.

Analysis: We were engaging in informational listening and empathetic listening to communicate how we were doing in our respective programs. We were people oriented as the conversation was all about our lives as they currently are. Updating each other on our relationships and events. Again, I was sick so that physiological noise was there. It restricted us to speaking online rather than in person, which is a significant barrier. I think our conversation went really well considering the circumstances, we listened to each other well by asking questions and reflecting on each other’s stories.

**Entry 3**

Who was involved? My Mom and me.

What was the topic/issue? Helping Grandma with technology.

When did the interaction occur (date/time)? 4/9/2023 11:00 AM

Where did the conversation take place? Parent’s home in the kitchen

Why did the communication occur (purpose and significance)? My grandma just got a new phone, so she needed help with setup, and she also just got a Facebook, so there was a lot of explanation needed.

Analysis: We were engaging in informational listening and critical listening. I was trying to understand what exactly she didn’t and demonstrate how to operate her phone and Facebook. We were content oriented, phones are quite complicated, I’ve had one for the last 14 years so it’s easy for me, but for someone who has never used it, it can be overwhelming. There was physiological noise in that I was a bit stressed to demonstrate everything, because I needed to do it multiple times, and try to explain it differently each time so it might’ve been easier to understand. I could’ve listened better for sure; I didn’t really prepare myself to listen as I was kind of dreading doing it. It ended up going alright as I started walking her through step-by-step, but I could’ve been more patient initially and it would’ve taken less time.

**Entry 4**

Who was involved? My friend Amy and me.

What was the topic/issue? Talking about upcoming plans and music.

When did the interaction occur (date/time)? 4/10/2023

Where did the conversation take place? Boys & Girls Club

Why did the communication occur (purpose and significance)? Out of common interest. We both enjoy sharing music as we have similar tastes.

Analysis: We were engaging in informational and empathetic listening. We were making plans for the upcoming weekend, talking about music we’ve been listening to, and catching up on how our weekends went. We were people oriented as we were addressing each other’s feelings about certain topics and getting distracted away from other topics by that. We were both at work so there was a little psychological noise knowing we didn’t have all that much time to catch up on things. Our conversation could’ve been improved a bit. I cut a couple topics short because I was excited to talk about a new album I had been listening to. Overall though, we had a really nice conversation.

**Entry 5**

Who was involved? My boss Cassidy and me.

What was the topic/issue? Talking about plans for work during upcoming construction.

When did the interaction occur (date/time)? 4/7/2023 9:00 AM

Where did the conversation take place? Boys & Girls Club

Why did the communication occur (purpose and significance)? I’m a cook and our kitchen area will be under construction for the next few months, so it was necessary for us to hammer out where/how I would perform my job.

Analysis: We were engaging in informational and critical listening. We were planning out what my next couple weeks would look like and scheduling out my workdays for the coming weeks. It was time and content oriented as we had to meet the needs of the kids and we had to plan out cook and transportation times. This conversation went well because we both went in very prepped as we had been expecting this construction for a few months. I think it helped I came into the conversation with an open mind and was ready to be flexible. We didn’t get distracted by any noise as we were isolated in her office, and weren’t disturbed for the entire meeting which was very nice.