



# Listening and its importance in workplace

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## Learning Objective

- Know the importance of listening in personal and professional life



# Contents

- Introduction to listening
- Importance of listening in workplace
- Need for listening
- Consequences of poor listening



# Introduction to listening

- Listening is the most vital part of communication.
- Listening is the receiver's ability to listen and decode messages.
- Poor listening results in poor feedback.
- Wrong feedback is the root cause of many arguments.
- Listening skill can be learnt.
- Listening means art of understanding others

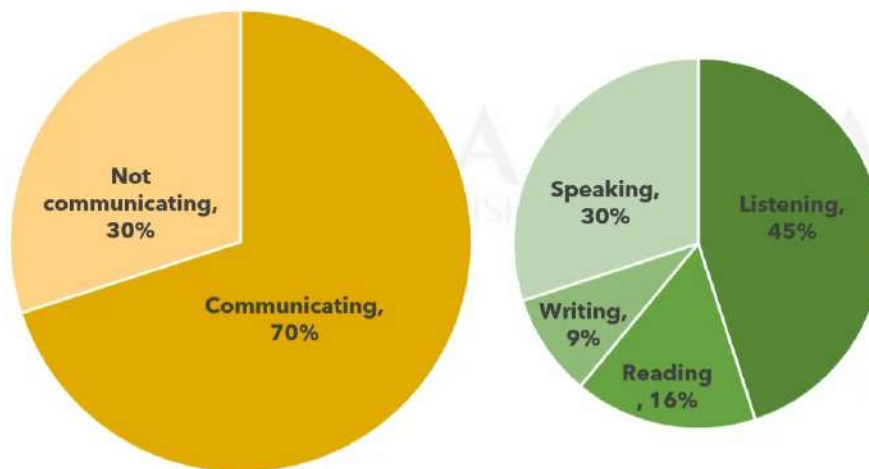


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# Time spent listening

"Give thy ear to all but your tongue to a few." – Shakespeare in Hamlet



Source: Adler, R., Rosenfeld, L. and Proctor, R. (2001) *Interplay: the process of interpersonal communicating* (8th ed.), Fort Worth, TX: Harcourt.

- Listen to socialize, to relax, to be inspired, to gain ideas...
- A successful manager needs to adopt and improve listening skills.

## Listening at workplace

- Listening is important in personal and professional settings.
- Business owners with attentive listening skills keep their organization progressing.
- Listen without preconceived beliefs.
- Increased productivity, more rapid progress towards target, more pleasant relationship with co-workers etc.



# Listening at workplace

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# Why should we listen?

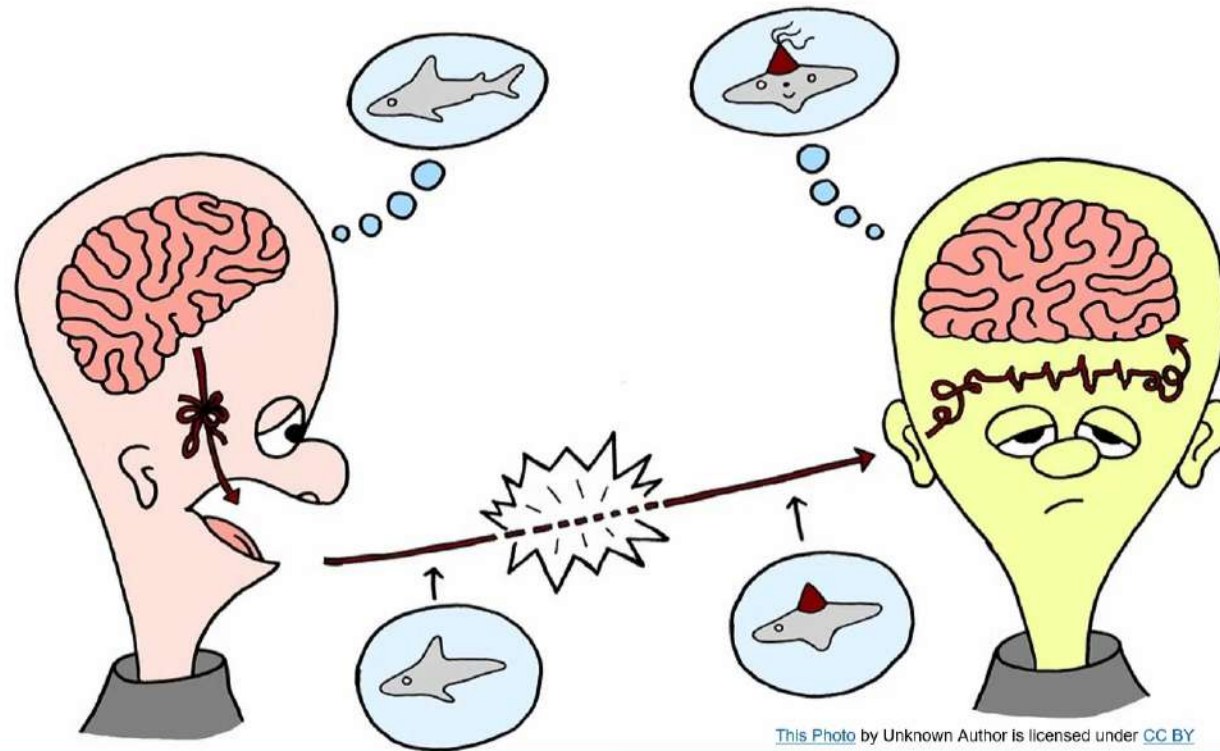
- To know your organization
- To calm your employees
- To formulate better policies
- For an open-door strategy
- To spot sensitive areas
- To increase confidence
- To form a bond
- To boost productivity
- To advance innovations
- To enhance accuracy



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# Consequences of poor listening



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## To sum up



- Listening is one of those soft skills which are essential in our day-to-day life.
- A proper listening is important for understanding a message in a right way.
- Listening as a skill can be practiced and improved.



## Types of listening

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# Learning Objective

- Understand the different types of listening



# Types of Listening

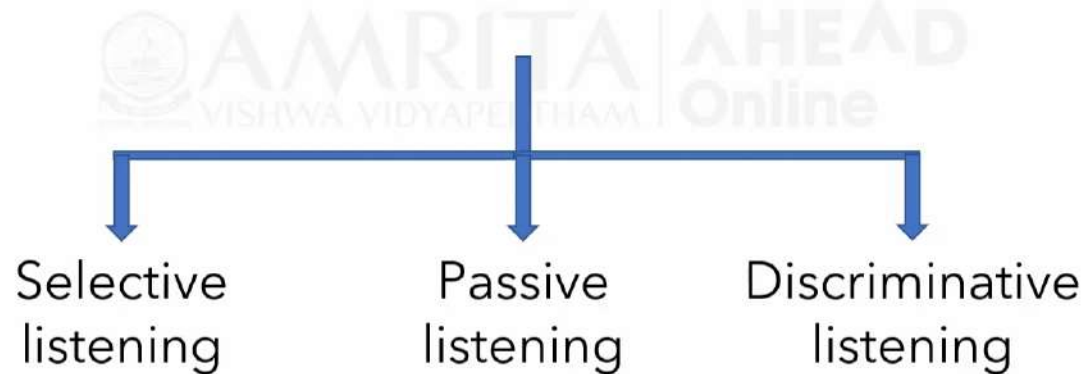
- The response of the listener depends on the way of listening.
- Recognizing the types of listening is essential.





# Partial Listening

- One-sided or incomplete listening
- People do not listen to the full content.



# Selective Listening

- People only listen to that part of the communication which they really want to listen.



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# Passive Listening

- Listening without asking questions or interrupting the speaker.
- The message is not always completely absorbed, and the listener is less likely to be able to remember the message in future.



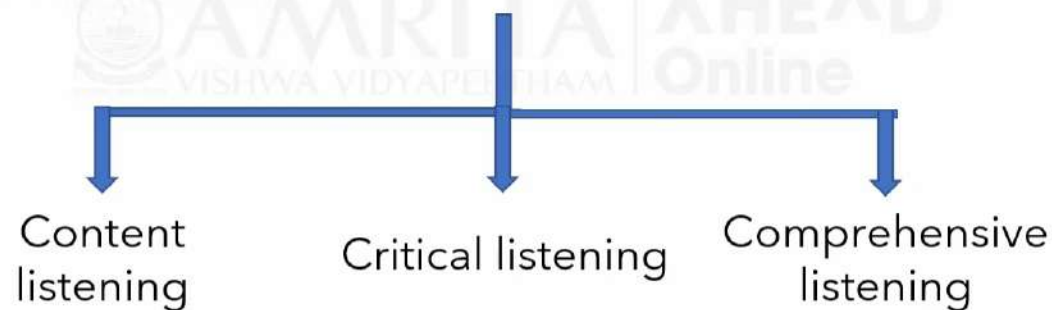
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# Discriminative Listening

- Listener interprets and gives meaning to sounds rather than to words.
- Listener listens to a particular sound which is important for them and ignores other sounds.

# Analytical Listening

- People listen analytically to critically evaluate the message or extract information.





# Content Listening

- Listening to understand and retain the message
- Focus is on gathering information rather than making judgements
- Taking notes and asking questions are important



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# Critical Listening

- Also known as evaluative, interpretive or judgemental listening.
- Based on facts, information and opinions.
- The listener tends to actively analyze the reliability, clarity and accuracy of the information.

# Comprehensive Listening

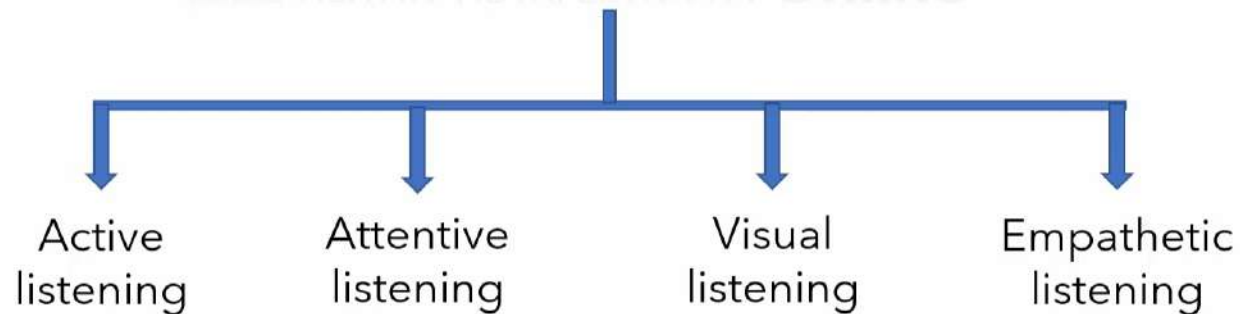
- Involves the interpretation of words and ideas
- Listener tries to completely understand or comprehend the message



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# Full Body Listening

- Listening not only with your ears but by keeping full body in a listening mode.



# Active Listening

- The listener is involved completely in the speaker.
- Listener tries to be very attentive and puts effort to decode the message.



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# Attentive Listening

- The listener is completely aware of the speaker; what they are saying and how they are saying it.
- Attentive listeners might have relational goals like giving a positive impression, or demonstrating care.



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# Visual Listening

- This kind of listening happens when words are strange or unfamiliar.
- Takes place when the message is not spoken verbally
- Messages are understood through body movement, facial expressions, gestures, and especially with eye contacts.

# Empathetic Listening

- Listener tries to make an emotional connection with the speaker
- Listener attempts to find similarities between the speaker's and the listener's own, to give a heartfelt response.
- An empathetic listener must be patient, supportive and compassionate.



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## To sum up



- There are 3 major types of listening - Partial Listening, Analytical Listening and Full Body Listening.
- Each situation requires a different type of listening.
- Analytical Listening and Full Body Listening are crucial to succeed professionally.





## Listening styles

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# Learning Objectives

- Understand the various listening styles
- Be able to identify one's listening style and improve it



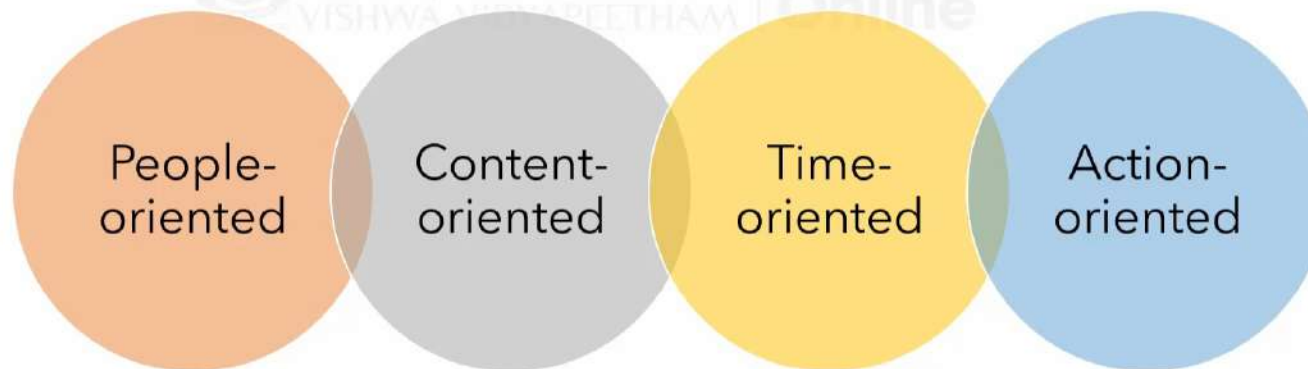
# Contents

- Various listening styles
  - People-oriented
  - Content-oriented
  - Time-oriented
  - Action-oriented



# Listening styles

- Why learn the different listening styles?
- A listening style is an individual's set of attitudes or distinctive preferences of how they prefer to listen.
- Each person has a dominant listening style.
- There are **four different styles of listening**:



# People-oriented

- Interested in the speaker
- Focus on the feelings and emotions of others, are empathetic, and listen with relationships in mind
- Try to find topics of common interest
- Tend to get easily distracted from the message



# Content-oriented

- Interested in the message itself, whether it makes sense, what it means, and if it's accurate
- Focus on facts and evidence and tend to probe into details
- Pay attention to technical information rather than general information



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# Time-oriented

- Prefer a message that gets to the point quickly
- Do not prefer detailed and elaborate explanations
- Frequently check time, interrupt others and remind speakers of how much time is left





# Action-oriented

- Interested in finding out what the speaker wants
- Active and respond quickly when required
- Focus is on what will be done, what actions need to happen, and when and who will do them



## To sum up



- There are 4 listening styles- People oriented, Content oriented, Action oriented, and Time oriented.
- Each person has a dominant listening style.

