



## Listening styles at workplace

Aswathy Das, Assistant Professor  
Lekshmi Jayadev, Curriculum Developer  
Amritha G, Curriculum Developer  
Prof. Jay Misra, Consulting Professor  
MBA, Harvard  
Amrita Vishwa Vidyapeetham

## Learning objective

- Differentiate between the characteristics of a poor listener and a good listener



# Characteristics of a poor listener

1. Interrupting while listening
2. Rehearsing your thoughts and impatiently waiting for your chance to speak
3. Listening with a closed mind, bias, and/or prejudice regarding the person or topic
4. Not paying enough attention, daydreaming, or thinking about something else altogether while listening



## Characteristics of a poor listener cont...

- 5. Listening only for facts
- 6. Multitasking while listening- using the phone, speaking to someone else
- 7. Poor listeners pay no regard to body language - keeping their back to the speaker, avoiding eye contact, etc.

Ah yes  
of course.  
Something about  
a box, Isn't it?

I don't think boss will  
approve my proposal.  
He'll again give his big  
speech on thinking out  
of the box.. Hey! Are you  
even listening?



# Characteristics of a good listener

1. Listens with genuine interest
2. Encourages the speaker, gives support and tries to be empathetic and understanding
3. Approaches speakers with an open mind and attitude
4. Shows respect even when there is disagreement
5. Maintains appropriate silence and supporting statements or responses

Maiko: I know you'll do great. Don't worry too much. Let me know if you need any help. Happy to support in any way I can.

Ren: I'm worried about my presentation next week. I don't know if I'll be able to do it well.





## Characteristics of a good listener cont...

5. Minimizes or removes distractions when they know they should be listening
6. Waits for the speaker to finish to bring up their own points or ask questions
7. Makes sure their body language is open, relaxed, and inviting.



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## To sum up

- A poor listener is easily distracted, rehearses their thoughts while listening, interrupts, is judgemental, not attentive, and pays no regards to body language.
- A good listener is supportive and encouraging, removes all distractions, doesn't interrupt, has welcoming body language, and maintains appropriate silence.





## Barriers to listening

Aswathy Das, Assistant Professor  
Lekshmi Jayadev, Curriculum Developer  
Amritha G, Curriculum Developer  
Prof. Jay Misra, Consulting Professor  
MBA, Harvard  
Amrita Vishwa Vidyapeetham



# Learning Objectives

- Identify the various barriers to effective listening
- Learn the strategies and techniques to overcome listening barriers



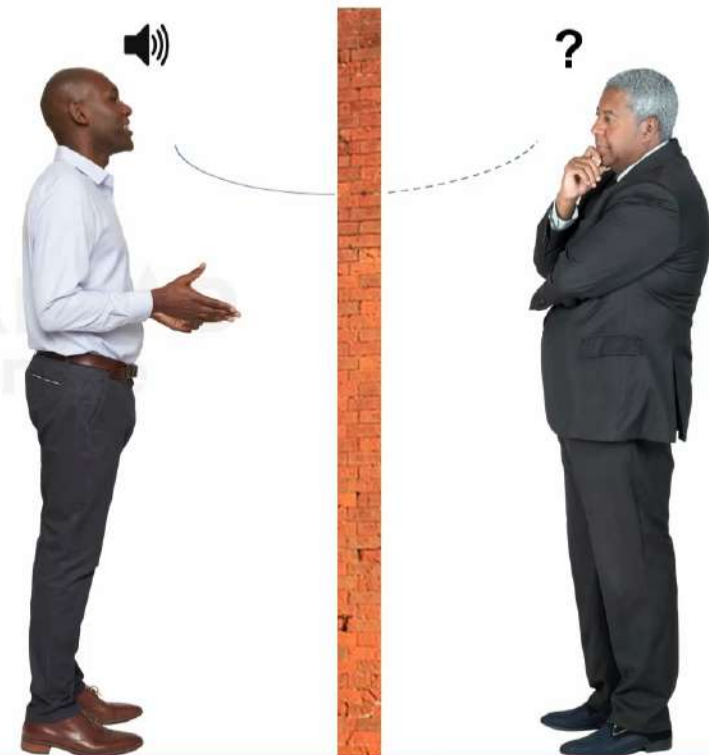
# Contents

- Introduction to listening barriers
- Types of barriers to listening
  - Listener oriented
  - Speaker oriented
  - Environment oriented
- Overcoming barriers to listening



# Listening barriers

- Listening barriers are anything that obstructs you from completely understanding and interpreting the speaker's message.
- Barriers can result in inaccurate assumptions and conclusions about the message.



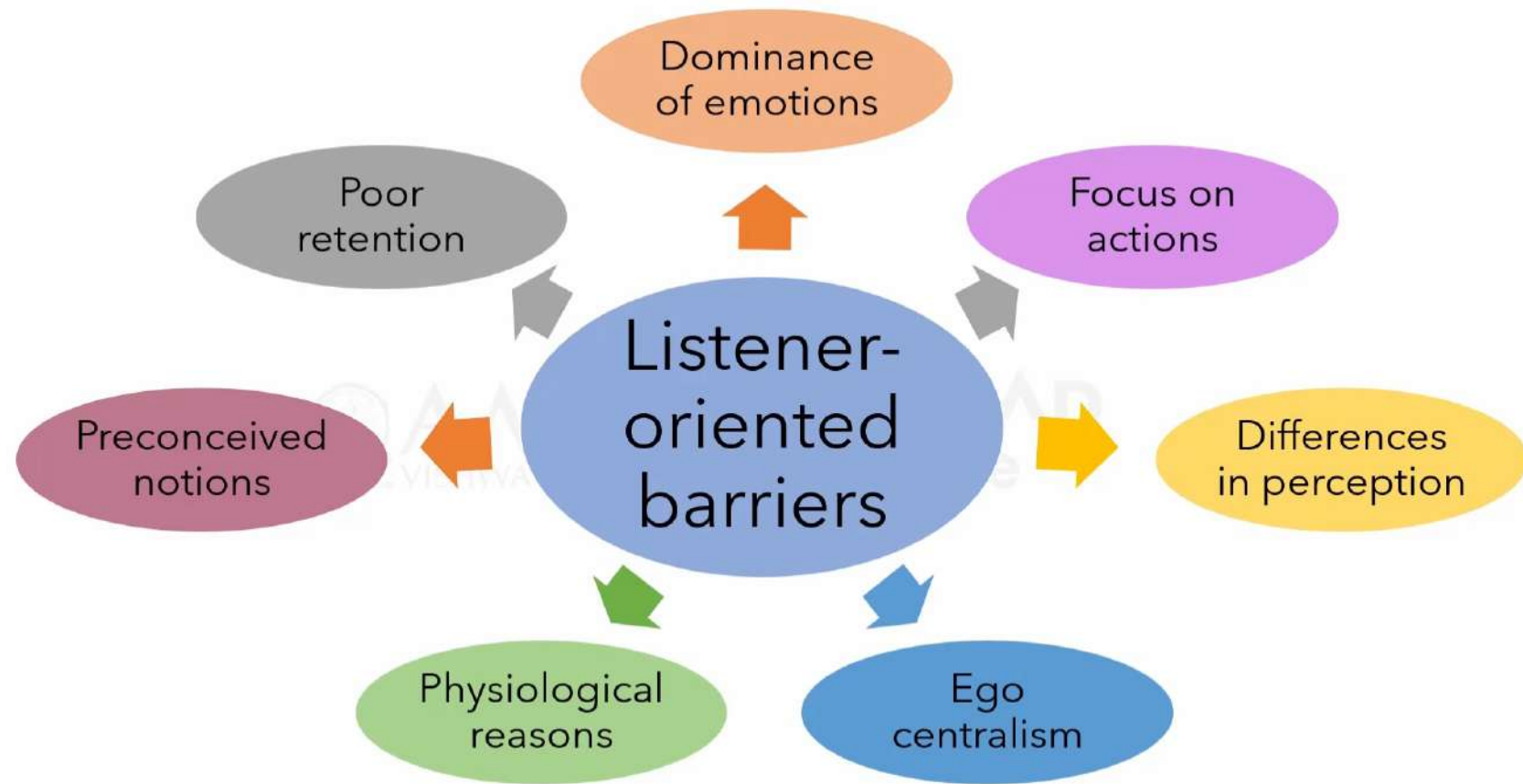


# Listener-oriented barriers

Both listener and speaker are responsible equally if the message is misinterpreted or the flow of transmission gets disturbed.







# Strategies to overcome listener-oriented barriers

1. Develop interest
2. Focus on message rather than appearance or actions.
3. Say no to preconceived notions.
4. Evaluate the context carefully.
5. Keep your ego in check.

Hi, did you see the new software updates that we're developing for Delvay Inc. I didn't like it at all.

Hmmm.. I thought it's awesome. Anyway let's listen to why she thinks it's bad. Maybe there are some faults which I missed.



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# Strategies to overcome listener-oriented barriers

Jerry: What do you think about boss giving such an important project to Tom. He is still an amateur, its been hardly six months since he joined.

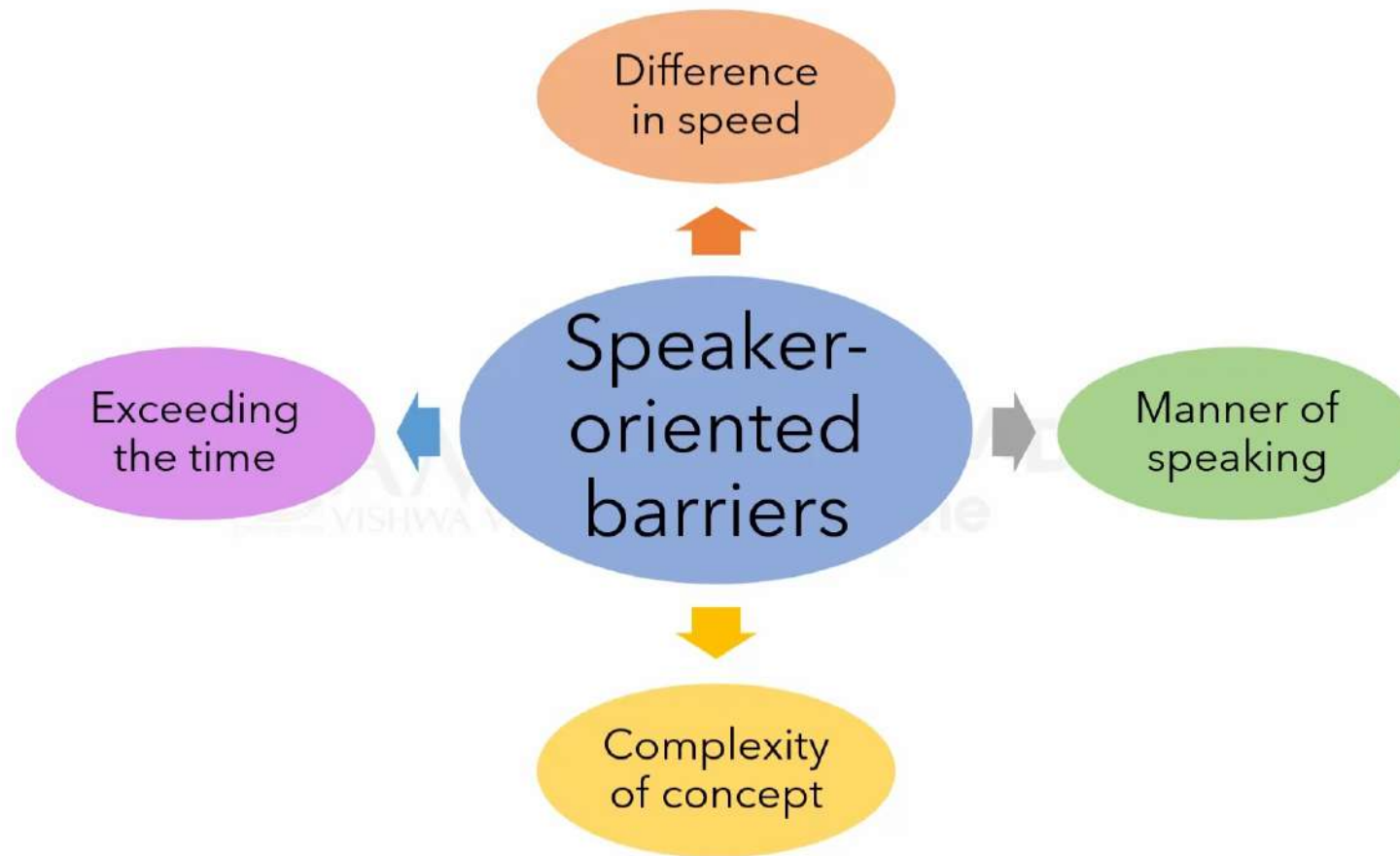
Jacob: I am really sorry Jerry. Is it okay if we talk later? I have a horrible head ache and I am taking the day off.



# Speaker-oriented barriers

Responsibility is of the speaker to remove or limit these barriers.

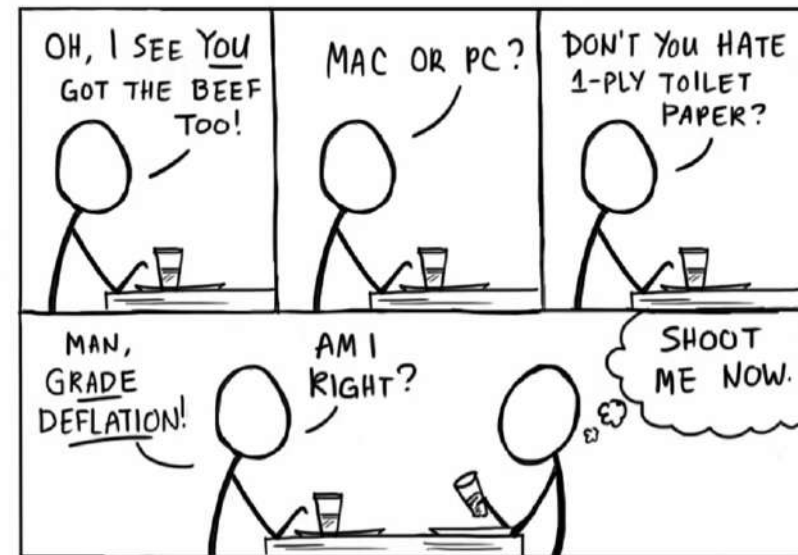






# Strategies to overcome speaker-oriented barriers

1. Be conscious of the time.
2. Clarify if the topic you're speaking is familiar to the listener.
3. Work on your tone, pitch, volume etc.
4. Try to adjust the speed of your speech according to the listening ability of the listener.



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Mcrowl7

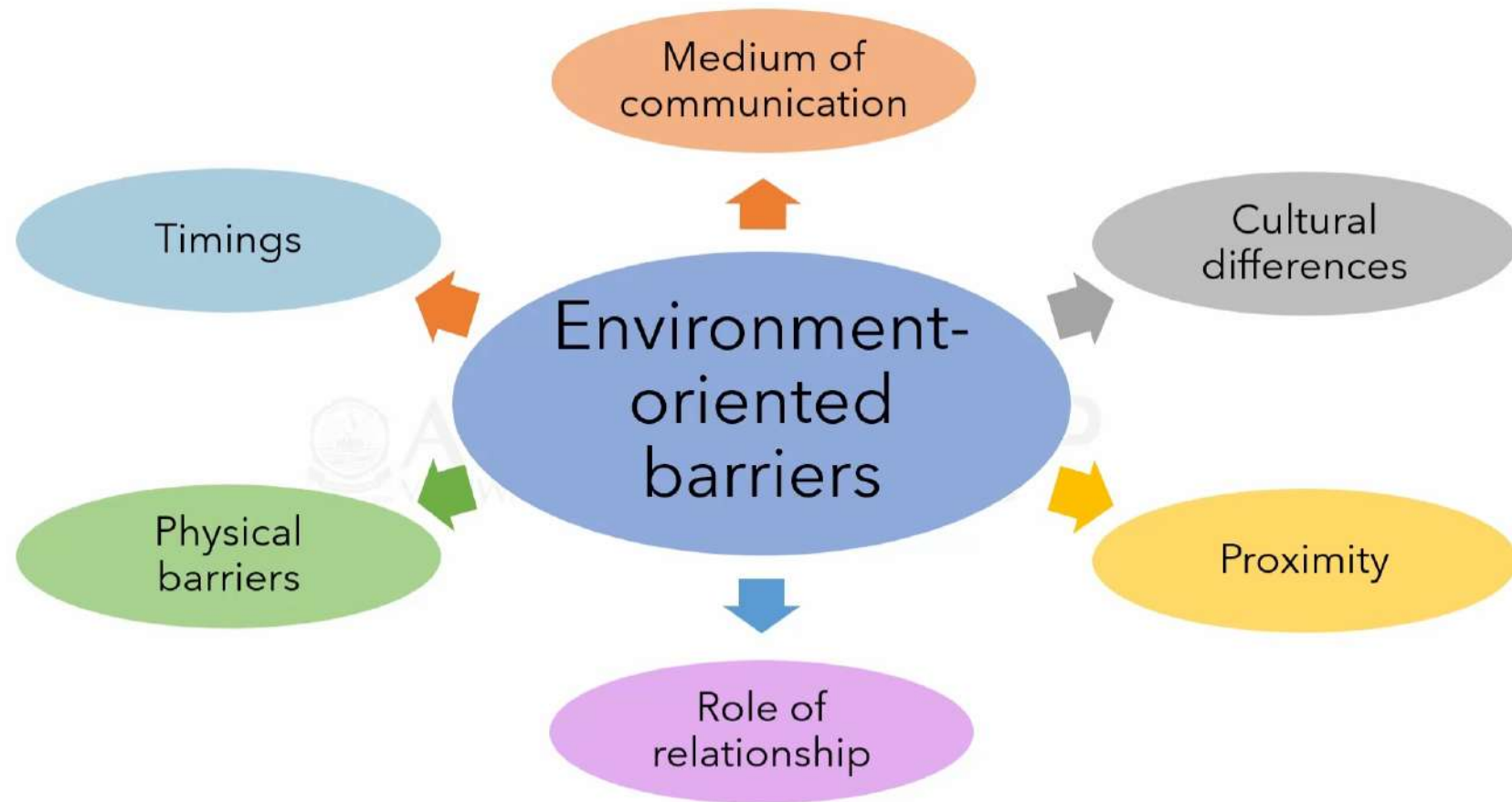
# Environment-oriented barriers

External factors that obstruct the proper delivery or reception of the message

Hey Sara, can you please prepare a list of V&T Corp.'s major stakeholders?

Hi Meg, your voice isn't clear. There is some connectivity issue. Did you just say "prepare steak"? Why??





## Strategies to overcome environment-oriented barriers

1. Make sure the network, device, and background are okay.
2. Maintain appropriate distance from the listener.
3. Try not to let the bias of your relationship with the listener affect how you perceive the message.

Did you get the report?

Why is she standing so close! It's awkward.



## Strategies to overcome environment-oriented barriers

5. Be in a comfortable environment.
6. Try to know a bit about the cultural background of the listener.
7. Choose the right timings.

Mr. Smith, your recent article was fantastic. I am really interested to know how you came up with such a theory.

Oh god! It's so hot in here. I can hardly concentrate on what he is saying.





## To sum up

- Things which hinder us in attentively listening acts as barriers in listening process.
- Barriers can be listener-oriented, speaker-oriented and environment oriented.
- To become a good listener, we must overcome these barriers which seem difficult but are not impossible.





## Strategies for effective listening

Aswathy Das, Assistant Professor  
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Prof. Jay Misra, Consulting Professor  
MBA, Harvard  
Amrita Vishwa Vidyapeetham

## Learning objectives

- Learn the various strategies for listening effectively
- Learn to listen understanding cultural differences



# Contents

- Strategies for effective listening
- Listening in a global setting
- Listening and note-taking



# Strategies for effective listening



Prepare

- Choose to listen
- Focus on the speaker
- Know which listening is required.



Listen

- Listen with ears, eyes & heart
- Take notes
- Note the emotions
- Avoid interfering
- Empathize



Respond

- Listen to yourself
- Ask the right questions
- Suitable feedback



Listen to more than words



Listening in multicultural settings

# Listen to more than words

- pay attention to the diction and choice of language
- Idiomatic expressions may be region-specific
- Take a rain check- originated from baseball meaning accept at a later time



# Watch the non-verbal behaviour

- Non-verbal behaviour varies with countries
- Pick up the differences in culture, politics, demography, non-verbal cues etc.

# Listening and note-making

- Summarize the information from spoken material
- Listen- recognize the main points- note down
- Do not copy everything
- Use keywords and short forms (exp, sth, sb, btw)
- Main points, sub-points
- Note the speaker's name, topic and date
- Read it soon after the lecture

[illegible]

# VISUAL NOTE-TAKING

Sacha Chua · Meloney Hall

2014-03-12

Discovering sketches



Gen X Guide 2.0

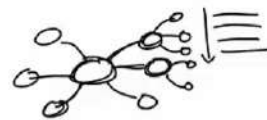
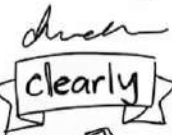


1 Sketchnote  
↳ LinkedIn



sketchnotearmy.com

learning



Freeplane



Brushes



Cintiq 12Wx



Lenovo X61

Lenovo X220

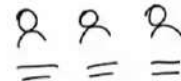


autodesk  
Sketchbook  
Pro



Hey Sacha

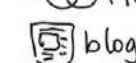
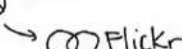
Making notes visual



Colour



PNG



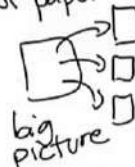
Collaboration



Graphic  
recording

↑ large sheet of paper

Size, new sheet  
of paper



Future

more people!

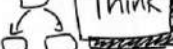
Visual thinking ↑↑



School



Think



Business Model  
Canvas

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## To sum up

- Listening is not taught anywhere and that is the main reason for poor listening.
- We need to be aware of how cultural variations affect listening.
- Note-taking is an effective and easy tool to develop active listening skills.

