



Module 2- Listening Skills

Module Overview

Communication is basically important for nurturing human relationships. In fact, communication and human relations go hand in hand. You can develop positive relationships only to the degree and intensity of your communication. It is also the other way round— the more intense is a relationship, stronger will be the communication. Due to lack of adequate communication, people create mental walls and emotional fences in relationships. It is only by removing such walls and fences, you can let other people in your life.



Module Objective

At the end of the module, you will be able,

- Explain the importance of Listening.
- Demonstrate the process of Listening
- Explain body Language



Listening as an Integral Part of Communication Skills

Communication is basically important for nurturing human relationships. In fact, communication and human relations go hand in hand. You can develop positive relationships only to the degree and intensity of your communication. It is also the other way round— the more intense is a relationship, stronger will be the communication.

Many people think that speaking is communication, that is, they treat speaking as synonymous with communication. Thus, they misconceive fluent speakers as effective communicators. So much so that many people have the other misconception that talkative people communicate better than calm and silent people. Still worse, such people think that to be a good speaker, you do not have to be a listener. Communication is a two way process and one's efficacy of communication is directly proportional to one's ability to listen carefully to others. That is why, good communicators know already that good listening is the key. And effective communicators focus on active listening.



Importance of Good Listening Skills

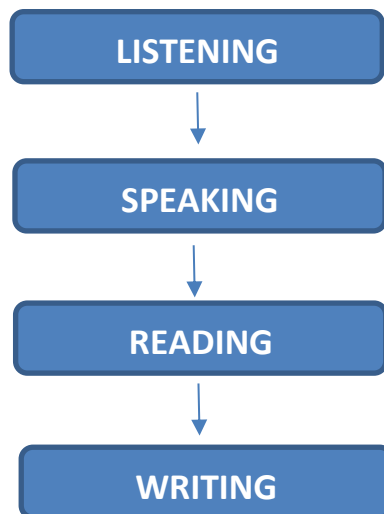
- Good listening skills make workers more productive.
- Better understand assignments and what is expected of you
- Build rapport
- Show support

- Better understanding of the situation
- Work better in a team-based environment
- Answer questions
- Find underlying meanings in what others say
- Leads to effective communication, makes you a better communicator
- Helps display human touch



Listening Comes First

The First and the foremost communication skill that we learn in our lives is nothing but “LISTENING”.



Difference between Hearing and Listening

| Hearing | Listening |
|--|---|
| Hearing is simply the act of perceiving sound by the ear. | Listening is an action where you choose to actively concentrate on what you hear. |
| Hearing occurs with or without your consent | In listening your brain processes the information into knowledge. |
| <i>“Listening is not the same as hearing and hearing is not the same as listening.”</i> | |



What is listening?

The process of receiving, constructing meaning from, and responding to spoken and/or non-verbal messages; to hear something with thoughtful attention.

What are Listening Skills?

Listening Skills are the ways to help you listen something more effectively.



Types of Listening

Discriminative listening

It involves identifying the difference between various sounds. It also enables one to differentiate between familiar and unfamiliar language.

Active Listening

Active Listening- Active listening is a communication technique used in counseling, training, and conflict resolution. It requires that the listener fully concentrate, understand, respond and then remember what is being said.

Pretense Listening

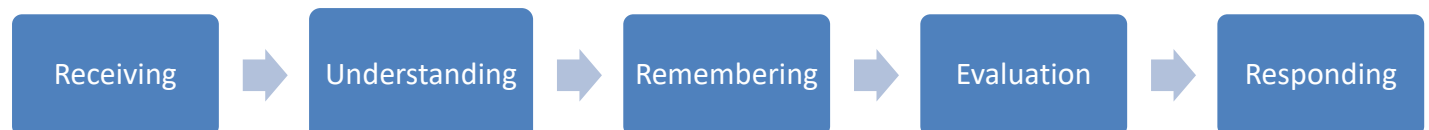
Pretense Listening- It involves more hearing than listening. It means pretending through facial expressions that one is listening when actually one is not.

Selective Listening

Selective Listening- It involves selecting the desired part of the message and ignoring the undesired part of the message.



Process of Listening



Tips

If you'd like to sharpen your skills, here's how to be a good listener:

1. Remove or avoid distractions. ...
2. Watch for non-verbal communication and tone of voice. ...
3. Be the mirror. ...
4. Empathize, sympathize, and show interest. ...
5. Practice silence. ...
6. Ask probing questions. ...

7. Don't interrupt or change the subject. ...
8. Think before responding.



Activity

A Self-Evaluation for Active Listening

What are your listening habits? Take a few minutes to rate yourself. Read each statement below. Circle YES if it's true for you most of the time. Circle NO if it is not true for you most of the time.

- | | | |
|---|-----|----|
| 1. I allow the other person to finish what he/she is saying before I speak. | YES | NO |
| 2. I pay attention even when I don't like the speaker. | YES | NO |
| 3. I easily ignore distractions when I am listening. | YES | NO |
| 4. I can easily remember what other people say to me. | YES | NO |
| 5. I ask the speaker questions when I don't understand something. | YES | NO |
| 6. I look at people when they are talking to me. | YES | NO |
| 7. I don't do other things when I am listening. | YES | NO |
| 8. I keep listening even when the message is too complicated. | YES | NO |
| 9. I ignore behaviour or appearances that bother me and listen to what the speaker is saying. | YES | NO |



Effective Listening

It takes all three elements to be an effective communicator. Let's look at each element.

- A. **Hearing—hearing is not the same as listening.** Have you ever heard your parents or friends tell you something but you misunderstood their message? To really hear the message takes energy. It means paying attention physically, asking open-ended questions, maintaining eye contact, and focusing on what the speaker is saying.
- B. **Comprehending is understanding the message.** It means being able to interpret what the speaker is saying. It also means being aware when you are not understanding the message and adjusting your listening strategies so you can comprehend the message. Some ways you might do this are to ask the person questions, paraphrase what the person said and try to understand the other person's point of view, or watch the person's body language.
- C. **Remembering—once you have heard the message you will need to remember it.**

This image shows a blank sheet of white paper with horizontal ruling lines. The lines are evenly spaced and extend across the width of the page. There is no handwriting or other markings on the paper.

Listening - Beyond what is being said

1. Be attentive. Be interested. Be alert and not distracted. Create a positive atmosphere through nonverbal behaviour.
2. Don't ask a lot of questions. They can give the impression you are "grilling" the speaker.
3. Act like a mirror -- reflect back what you think the speaker is saying and feeling.
4. Don't discount the speaker's feelings by using stock phrases like "It's not that bad," or "You'll feel better tomorrow."
5. Don't let the speaker "hook" you. This can happen if you get angry or upset, allow yourself to get involved in an argument, or pass judgment on the other person.
6. Indicate you are listening by
 - Providing brief, noncommittal acknowledging responses, e.g., "Uh-huh," "I see."
 - Giving nonverbal acknowledgements, e.g., head nodding, facial expressions matching the speaker, open and relaxed body expression, eye contact.
 - Invitations to say more, e.g., "Tell me about it," "I'd like to hear about that."
7. Follow good listening "ground rules:"
 - Don't interrupt.

- Don't change the subject or move in a new direction.
- Don't rehearse in your own head.
- Don't interrogate.
- Don't teach.
- Don't give advice.
- **Do** reflect back to the speaker what you understand and how you think the speaker feels.



Activity

Listen to the accentuated audio and do the exercises to practice and improve your listening skills

Are the sentences true or false?

1. The guest in the studio is a teacher.
 - ☐ True
 - ☐ False
2. Some people can sleep well with a television on.
 - ☐ True
 - ☐ False
3. It is bad to think a lot before going to bed.
 - ☐ True
 - ☐ False
4. It is good to play video games before bed.
 - ☐ True
 - ☐ False
5. It is good to turn your mobile off when you go to bed.
 - ☐ True
 - ☐ False
6. It is bad to play loud music while you sleep
 - ☐ True
 - ☐ False

Fill the gaps with the correct phrase from the box

1. _____ to the show, Doctor Baker.
2. Thank you. It's _____. Let's start with tip one.
3. Do your hardest homework _____.
4. _____ your mobile when you go to bed.
5. Play music if you like. But turn the sound _____.
6. That is very _____ for our young listeners.





Activity

Listen to Mario and Tamara talking about what film they want to see and do the exercise to practice and improve your listening skills

Preparation

Do this exercise before you listen? Draw a line to match the pictures with the words below

| | | |
|---|---|---|
|  |  |  |
|  |  |  |
| historical drama | cartoon | romantic comedy |
| science fiction | horror | action |

A. Do this exercise after you listen to the audio? Tick the correct answers. (Multiple Choice)

1. Which film are Mario and Tamara going to see?

| | | | | | |
|----------------|-----------|------------|---------------|---------|---------------|
| Mr & Mrs Jones | War Games | Robot 2075 | King Robert V | Forever | Midnight Moon |
|----------------|-----------|------------|---------------|---------|---------------|

2. What time does the film they want to see start?

| | | | | | |
|------------|-----------|-----------|-----------|-----------|-----------|
| 12.00 p.m. | 2.30 p.m. | 5.20 p.m. | 7.00 p.m. | 7.15 p.m. | 7.30 p.m. |
|------------|-----------|-----------|-----------|-----------|-----------|

3. What time are Mario and Tamara going to meet?

| | | | | | |
|------------|-----------|-----------|-----------|-----------|-----------|
| 12.00 p.m. | 2.30 p.m. | 5.20 p.m. | 7.00 p.m. | 7.15 p.m. | 7.30 p.m. |
|------------|-----------|-----------|-----------|-----------|-----------|

B. Do this exercise after you listen to the audio? Complete the gaps with the correct word.

1. Tamara: Hi, Mario. Do you want to go and watch a _____? Mario: Hi, Tamara. Sure, what's _____?
2. Tamara: Well there are two action films, Mr and Mrs Jones and War Games, and they're both in _____.
3. Mario: I've already seen Mr and Mrs Jones. I haven't seen War _____ but I don't really want to see an _____ film. What else is _____?
4. Tamara: There's that science fiction film, Robot 2075, but I've already _____ it. Mario: Is it _____?
5. Tamara: Yes, it is, but I don't want to see it _____. There's a _____ comedy called Forever.
6. Mario: Mmm, I'm not sure. Are there any _____ films on? Tamara: Yes, there's Midnight Moon. It's got _____ in it.
7. Mario: OK, sounds good. Let's go and watch Midnight Moon. What _____ is it on? Tamara: It's on at 12 o'clock or at half past _____. Mario: Is it on this _____? Yes, at 7.30. Mario: Perfect. Let _____ at 7.30.
8. Tamara: OK, shall we _____ at the cinema at 7.00? Mario: Great! See you _____.
Tamara



Activity

ACTIVE LISTENING

Active listening is when you use your body language and words to **SHOW** someone that you are listening to them. When we actively listen, the person who is talking feels like you understand and care about what they are saying to you. Color in the ones that you think describe active listening!

MAKING EYE CONTACT

SMILING

NODDING

SAYING "UH HUH" AND "GO ON"

BEING DISTRACTED

CHANGING THE SUBJECT

LOOKING AWAY

FIDGETING

LOOKING INTERESTED

ASKING QUESTIONS

LISTENING

SCOWLING AT THEM

FROWNING

INTERRUPTING

SITTING UP

STANDING TOO CLOSE OR TOO FAR AWAY

REMEMBERING WHAT THEY SAY

STAYING FOCUSED

HAVING A BORED LOOK ON YOUR FACE

MAKING FUN OF THEM

WALKING AWAY AS THEY'RE TALKING

LETTING THEM FINISH TALKING

YAWNING

ROLLING YOUR EYES



Listening and Body Language

✓ Smile

Small smiles can be used to show that the listener is paying attention to what is being said or as a way of agreeing or being happy about the messages being received. Combined with nods of the head, smiles can be powerful in affirming that messages are being listened to and understood.

✓ Eye Contact

It is normal and usually encouraging for the listener to look at the speaker. Eye contact can however be intimidating, especially for more shy speakers – gauge how much eye contact is appropriate for any given situation. Combine eye contact with smiles and other non-verbal messages to encourage the speaker.

✓ **Posture**

Posture can tell a lot about the sender and receiver in interpersonal interactions. The attentive listener tends to lean slightly forward or sideways whilst sitting. Other signs of active listening may include a slight slant of the head or resting the head on one hand.

✓ **Mirroring**

Automatic reflection/mirroring of any facial expressions used by the speaker can be a sign of attentive listening. These reflective expressions can help to show sympathy and empathy in more emotional situations. Attempting to consciously mimic facial expressions (i.e. not automatic reflection of expressions) can be a sign of inattention.

✓ **Distraction**

The active listener will not be distracted and therefore will refrain from fidgeting, looking at a clock or watch, doodling, playing with their hair or picking their fingernails.



Strategies for Effective Communication

- **Confirming** –
 - USING SHORT COMMENTS, GESTURES OR NONVERBAL SOUNDS TO LET CUSTOMERS KNOW YOU ARE INTERESTED, AND TO VERIFY THAT YOU UNDERSTAND WHAT THEY ARE TALKING ABOUT.
- **Paraphrasing** –
 - RESTATING INFORMATION TO MAKE IT CLEARER AND MORE UNDERSTANDABLE.
- **Reflecting** –
 - LISTENING TO INFORMATION, PROCESSING IT, THEN RESTATING IT BACK TO THE SPEAKER TO SUMMARIZE YOUR UNDERSTANDING OF WHAT S/HE IS SAYING. REFLECTING STATEMENTS SHOULD ALSO REFLECT THE CUSTOMER'S EMOTIONS AND FEELINGS WHENEVER POSSIBLE.
- **Making Eye Contact** –
 - LETTING THE CUSTOMER KNOW YOU ARE INTERESTED, YOU ARE LISTENING, AND YOU WANT TO HELP. LACK OF EYE CONTACT CAN CREATE AN ENVIRONMENT OF DISTRACTION OR DISTRUST.
- **Questioning** –
 - LISTENING TO INFORMATION, AND THEN ASKING QUESTIONS TO EXPAND ON THAT INFORMATION. QUESTIONING ENABLES YOU TO UNDERSTAND THE MEANING OF CUSTOMERS' COMMENTS OR PHRASES.