

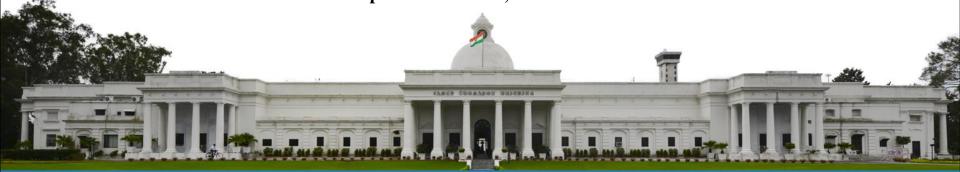


Soft Skills

Lecture 15

Listening: Types and Importance

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Types of Listening

- Combative Listening
- > Attentive Listening
- > Reflective Listening



Other forms of Listening

- ➤ Content Listening
- > Empathetic Listening
- ➤ Appreciative Listening
- ➤ Analytical Listening

Listening with prejudice

✓ If we hear something that opposes our most deeplyrooted prejudices, notions, conviction, mores or complexes, our brains may become over-stimulated and not in a direction that leads to good listening. We mentally plan a rebuttal to what we hear, formulate a question designed to embarrass the talker, or perhaps simply turn to thoughts that support our own feelings on the subject at hand.



Effective Listening in different situations

- **Conversation**
- Group discussion
- Organizational Activities
- Negotiation
- Interviews
- Meetings

Factors Affecting Listening

External Factors

- **≻**Noise
- > Venue
- >Time
- >Status
- **≻**Culture



Internal Factors

- > State of mind
- > Ego
- > Prejudgement
- > Language
- ➤ Differing perceptions

How to ensure active Listening

- > Concentrate on the speaker.
- > Summarize the views of speaker.
- > Jot down points.
- > Relate the problem with your knowledge.



Tips for Effective Listening

- ✓ Have an open mind.
- ✓ Show your interest.
- ✓ Avoid judging the speaker.
- ✓ Activate your critical thinking.
- ✓ Avoid parallel talks and interrupting the speaker.



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- ✓ Be alert to understand the non-verbals.
- ✓ Use time gaps.
- ✓ Learn from silence and pauses.
- ✓ Take down precise notes.

Listen to learn



I like to listen. I have learned a great deal from listening carefully. Most people never listen.

-- Ernest Hemingway

