



IIT ROORKEE



NPTEL ONLINE
CERTIFICATION COURSE

Soft Skills

Lecture 14

Listening Skills

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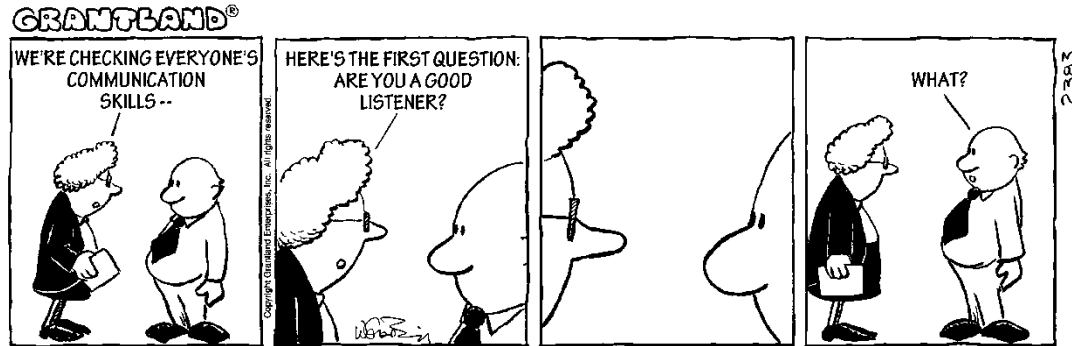
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What is Listening?

Listening is an art

- All hearing is not listening.
- It is a skill.
- It requires adequate practice to learn listening.



- An important part of communication process.
- A means of gathering information.
- All listening is not hearing.

How is Listening different from hearing

- Hearing doesn't require extra effort. It happens
- Listening is an activity involving conscious co-ordination between our ears and brain.
- Most often humans prefer to listen what interests them.



- 60-75 percent of time spent in listening.
- Hearing is a physiological activity while listening is a mental one.
- Hearing requires no conscious effort.

Listening as a Process

- ☐ Hearing
- ☐ Filtering
- ☐ Interpreting
- ☐ Responding
- ☐ Remembering



Perceptive Listening

Perceptive listening is a conscious, cognitive effort involving primarily the sense of hearing reinforced by other senses and leading to understanding. When perceptive listening is inspired by a sincere desire to understand, it becomes more than a sensory process. It is an attitude well expressed as a listening spirit.

-- Ernest D Nathan



Advantages of Listening

Effective Listening

- ✓ Helps in learning new things
- ✓ Establishes sound relationship
- ✓ Enhances vocabulary
- ✓ Avoids miscommunication

Factors that affect listening

- ❖ Prejudging
- ❖ Ambiguity
- ❖ Illusion
- ❖ Rigidity

Contd.

- ❖ Abstracting
- ❖ Slant
- ❖ Premature evaluation
- ❖ Hurried conclusions
- ❖ Cognitive dissonance

Important factors for effective listening

- ✧ Adequate hearing
- ✧ Recognition of problems that affect listening
- ✧ Knowledge of specific kind of listening
- ✧ Relationship between listening and vocabulary
- ✧ Judging what is heard

