



IIT ROORKEE



NPTEL ONLINE
CERTIFICATION COURSE

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 deeply-rooted 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