



UNIT 4 Listening Skills

DR KRUTI VYAS



Active Listening

- Active listening consists of two parts: analysis of and response to the message communicated. In both these activities, we need to use our intelligence, knowledge, and power of concentration. To become an intelligent listener, we need to keep our eyes, ears, and mind open.



REASONS FOR POOR LISTENING

- Listening training is unavailable
- Speed of thought is more than speed of speech
- We are inefficient listeners
- Listening versus Hearing



Poor Listening Habits

- Listening but not hearing
- Rehearsing
- Interrupting
- Hearing what is expected
- Feeling defensive
- Listening for a point of disagreement
- Labelling the subject matter uninteresting
- Criticizing the delivery or appearance of the speaker



Poor Listening Habits

- Becoming too stimulated
- Listening only for facts
- Trying to outline everything that is being said



TRAITS OF A GOOD LISTENER

- Being Non-evaluative
- Paraphrasing
- Reflecting Implications
- Reflecting Hidden Feelings
- Inviting Further Contributions
- Responding Non-verbally



LISTENING MODES

- Active versus Passive Listening
 - Paying attention
 - Dealing with distractions
- Global versus Local Listening



TYPES OF LISTENING

- Appreciative listening
- Empathetic listening
- Comprehensive listening
- Critical listening
- Superficial listening
- 'You' viewpoint



BARRIERS TO EFFECTIVE LISTENING

- Content

Listeners knowing too much

Listeners knowing too little

- Speaker

Delivery

Attitudes toward speaker

- Medium

Distance and circumstances



- Distractions
Extraneous stimuli
- Mindset
Attitudes
- Language
Ambiguity
Misinterpretation



- Listening speed

Rate

Think time

- Inappropriate Feedback
- Cultural barriers



LISTENING FOR GENERAL CONTENT AND SPECIFIC INFORMATION

- If one is clear with the purpose of listening, one's task will be easier. However, one needs to concentrate even when listening for general content.
- Specific information is a lot simpler to collect. The method remains similar to that just described, just that the scope is limited and efforts reduced. We can ignore the peripheral details and look only for the keywords.
- When listening to a speaker for general content, one's focus should be on an overview of the topic.

