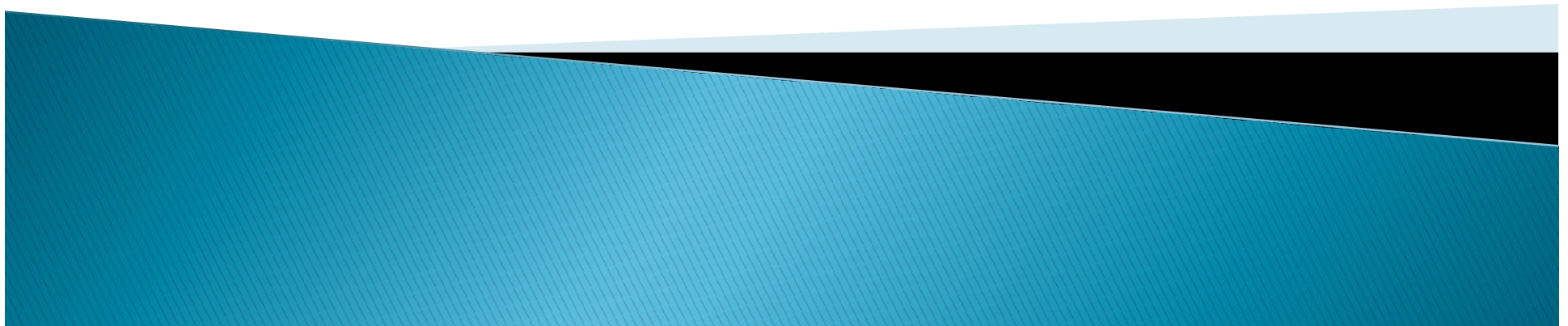


Communication skills CS-401

Listening skills Presentation

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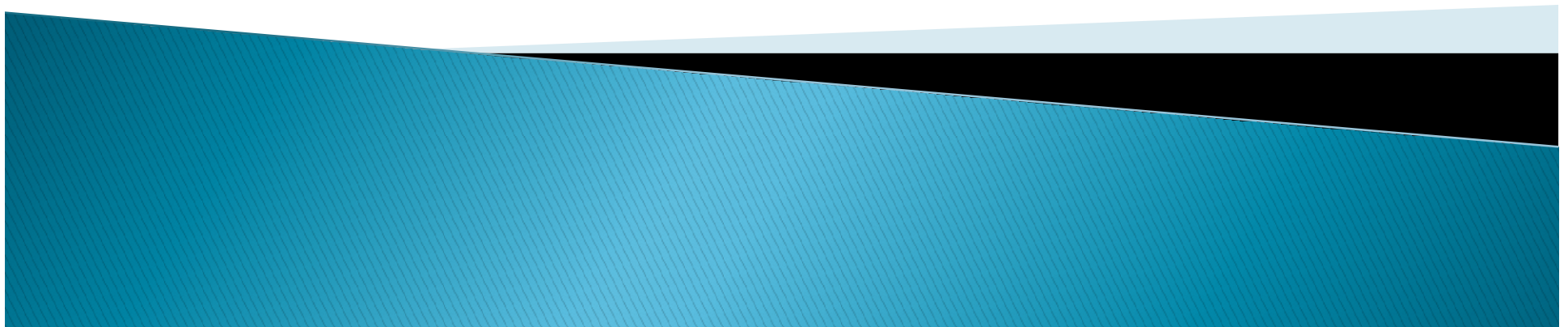


Introduction

- Listening skills
- Process of listening
- Importance of listening skills
- Types of listening skills
- Rules of good listening
- Traits of a good listener

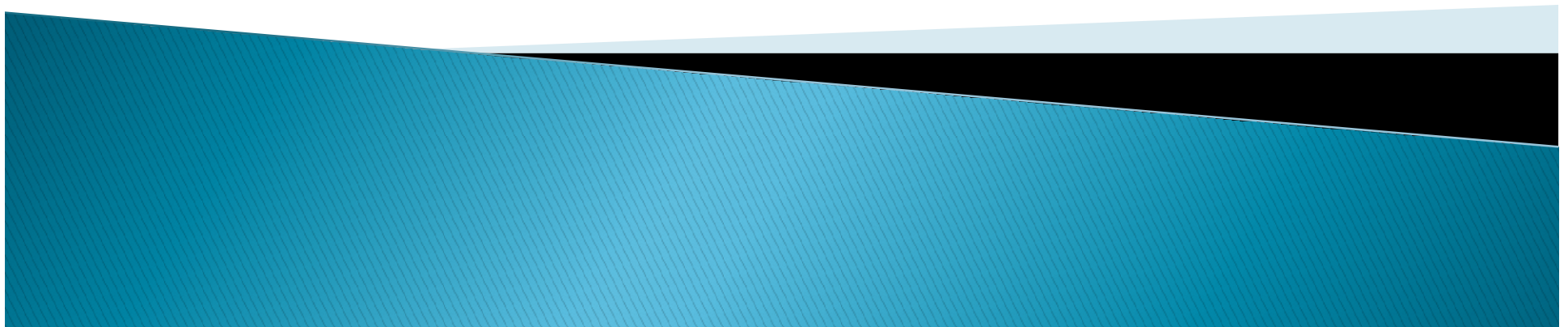
Listening Skills

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



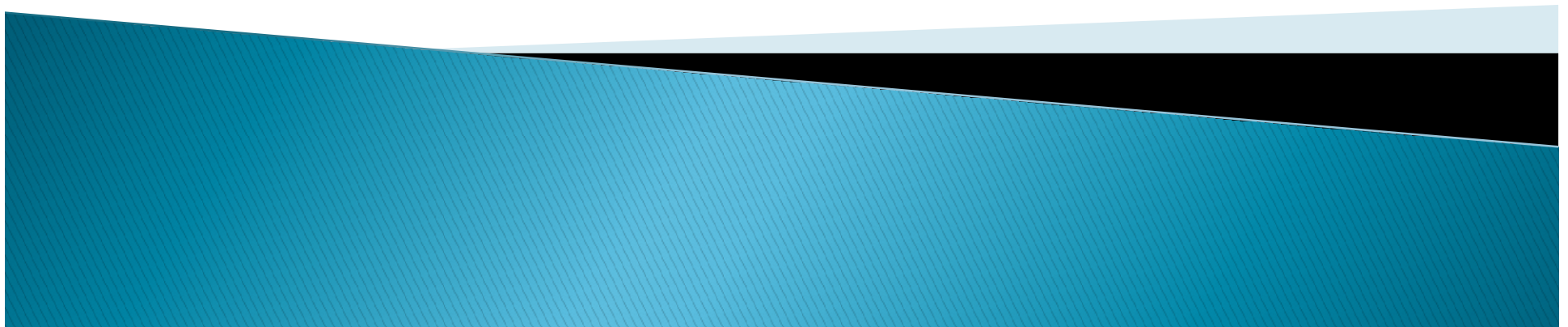
Process of listening

- ❑ Receiving
- ❑ Understanding
- ❑ Remembering
- ❑ Evaluating
- ❑ Responding



Importance of Listening Skills

- ❖ A good listener learns more than an ordinary listener.
- ❖ Communication is not complete without effective listening.
- ❖ An attentive listener stimulates better speaking by the speaker .



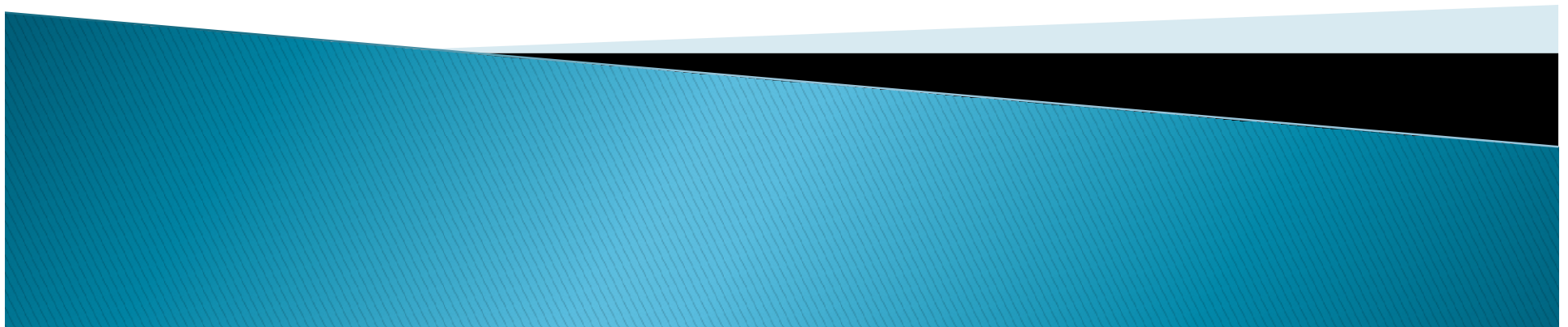
Order in which we learn

Listening = 45%

Speaking = 30%

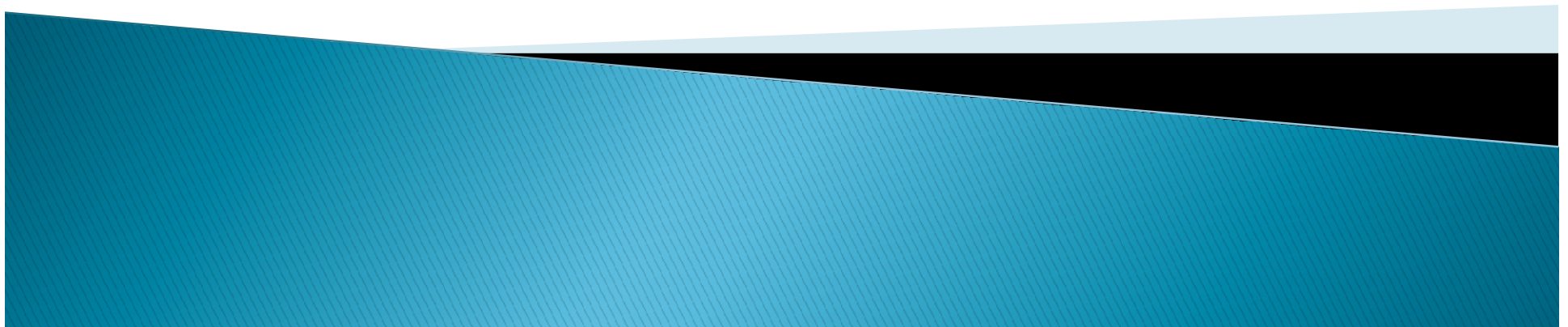
Reading = 16%

Writing = 9%



Types of Listening Skills

- (1) Discriminative Listening
- (2) Empathetic Listening
- (3) Critical Listening
- (4) Attentive Listening

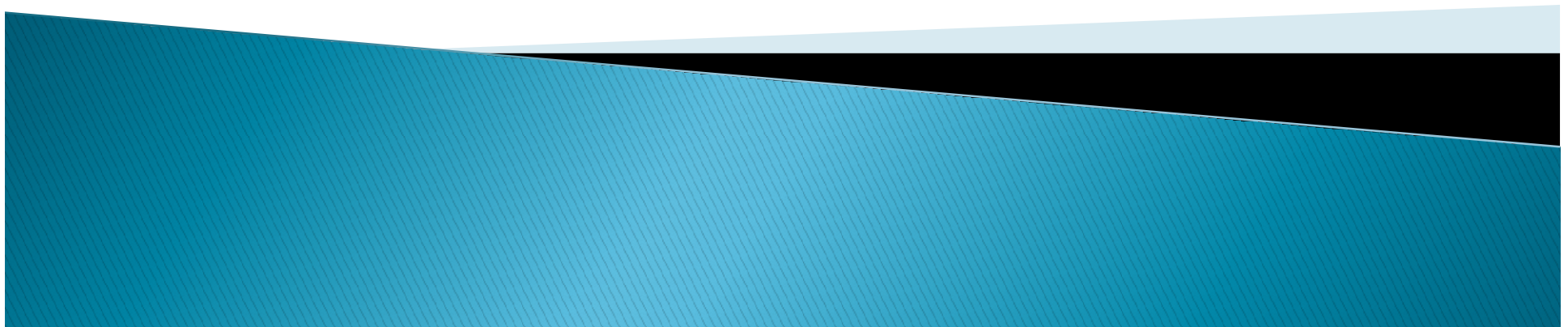


Discriminative Listening

This skill is crucial for understanding verbal and nonverbal cues such as tone of voice or body language.

Empathetic Listening

Focuses on understanding and sharing the feelings of the speaker. It requires sensitivity, compassion, and the ability to perceive emotions beyond the words spoken.

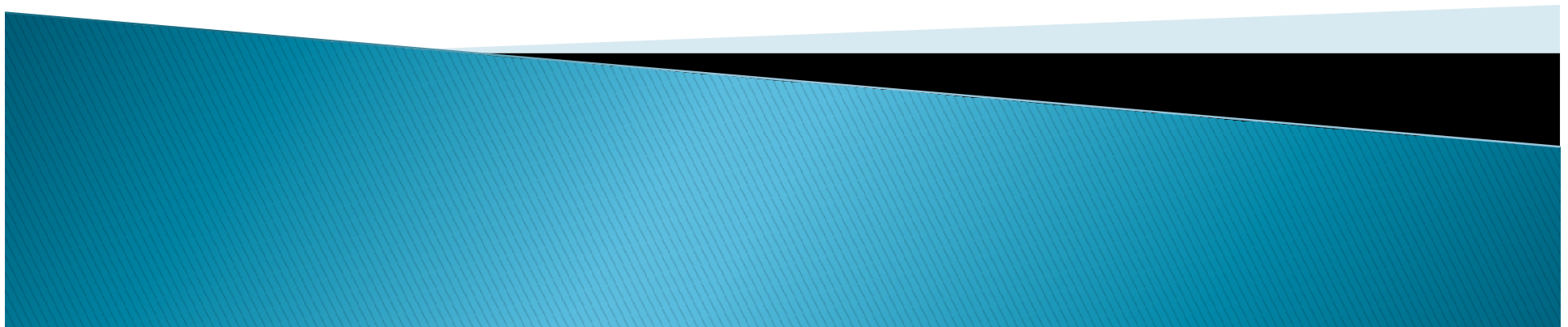


Critical Listening

Involves analyzing and evaluating the information presented . It requires thinking critically about the content, identifying key points of the speaker.

Attentive Listening

Involves fully concentrating, understanding, responding, and remembering what is being said



Rules of good listening

- ❖ Stop talking
- ❖ Stop thinking
- ❖ Remove Distractions
- ❖ Do not pre-judge
- ❖ Be patient
- ❖ Empathize with the speaker

Traits of a good listener

L = Look interested– get interested

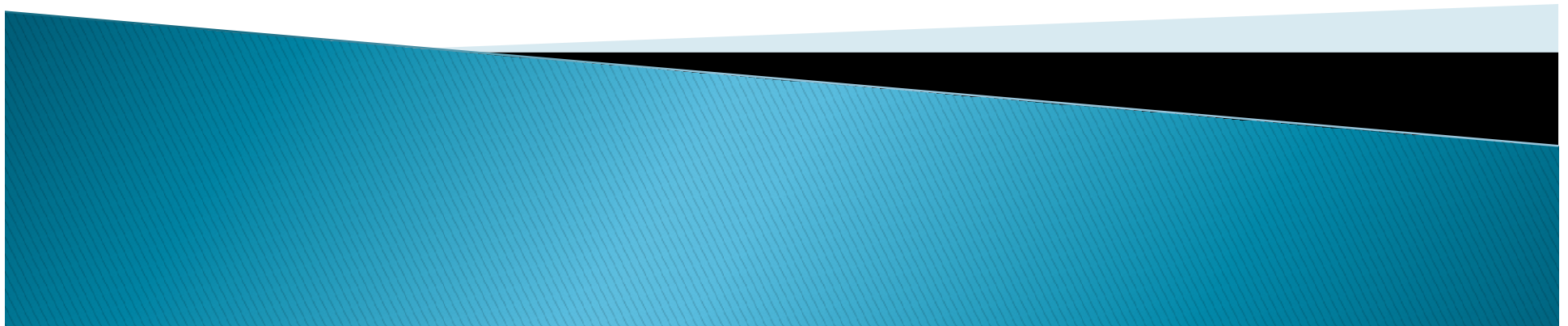
I = Involve yourself by responding

S = Stay on target

T = Test your understanding

E = Evaluate the message

N = Neutralize your feelings



THNAK YOU,,,

