



**SPEAK** less  
**LISTEN** more

# LISTENING SKILL

Presentation by-  
**Pooja Bind**

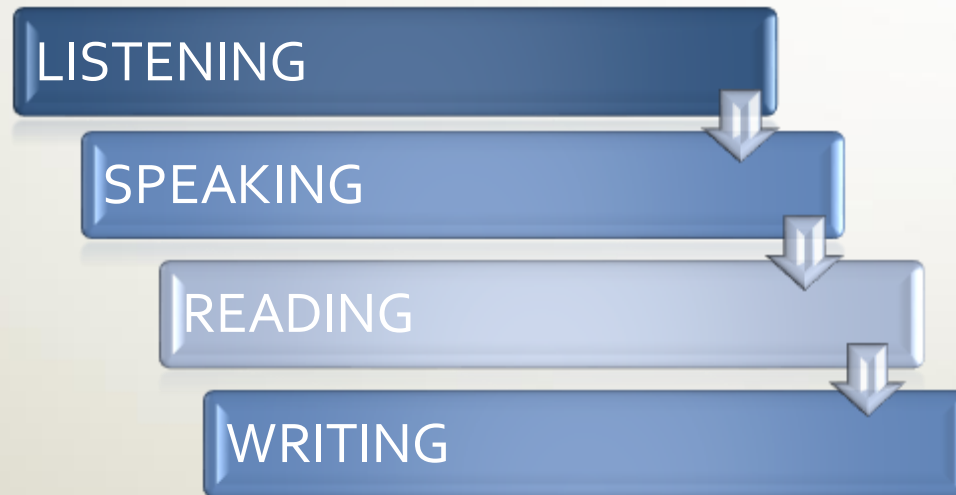


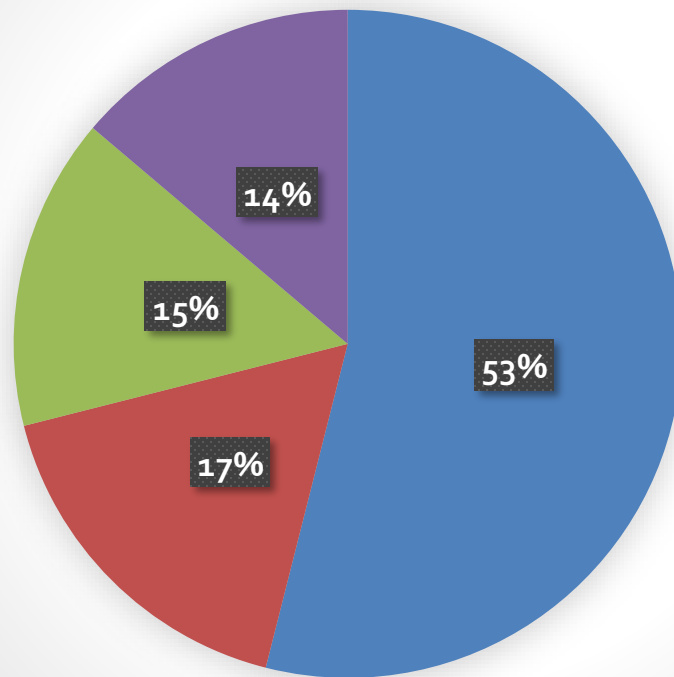
# INTRODUCTION

- Listening come first
- Difference between Hearing and Listening
- Definition of Listening and Listening Skills
- Importance of Listening Skills
- Types of Listening
- Effective Listening
- Feature of Listening
- Process of Listening
- Techniques of Listening Skills

# Listening Comes First

- The first and foremost communication skill that we learn in our life is nothing but “LISTENING”.





- LISTENING
- READING
- SPEAKING
- WRITING

# Difference between Hearing and Listening

HEARING	LISTENING
Hearing is simply the act of perceiving sound by ear.	Listening is an action where you choose to actively concentrate on what you hear.
Hearing occurs with or without your consent.	In listening your brain processes the information into knowledge.

# What is Listening?



*The process of receiving, constructing meaning from , and responding to spoken and/or non- verbal messages; to hear something with thoughtful attention*




# Importance of Listening skills

- An attentive listener stimulates better speaking by the speaker
- A good listener learns more than an ordinary listener.
- A good listener learns to detect prejudices, assumptions and attitudes.
- Communication is not complete without effective listening.

# Types of Listening

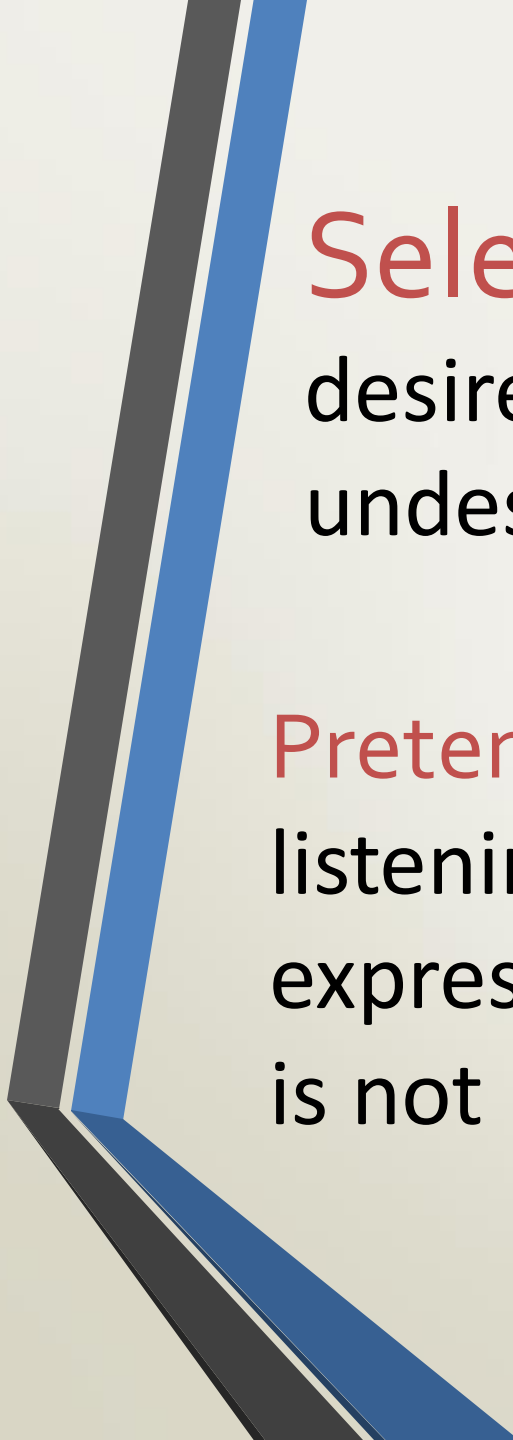
- Discriminative Listening
- Pretense Listening
- Selective Listening
- Attentive/Active Listening





**Discriminative Listening:-** It involves identifying the difference between various sounds. It also enables one to differentiate between familiar and unfamiliar language.

**Active Listening:-** -Active listening is a communication technique used in counseling, training, and conflict resolution. It requires that the listener fully concentrate, understand, respond and then remember what is being said..



**Selective Listening:-** It involves selecting the desired part of the message and ignoring the undesired part of the message.

**Pretense Listening:-** It involves more hearing than listening. It means pretending through facial expressions that one is listening when actually one is not

# Active Listening

- Actively Absorbing The Information Given To You By The Speaker, Showing That You Are Interested. It Can Also Include Providing The Speaker With The Feedback, By Asking Relevant Questions So The Speaker Knows The Message Is Received.

It is important to learn, to summarize and reflect smoothly, without appearing to mimic or repeat back in a robotic fashion. Useful phrases are: "As I understand it, what you are saying is ...." "So your point is that ...."



# Benefits of Effective Listening

- Enhances Productivity
- Improves Relations
- Avoids Conflict
- Improves Understanding
- Improves Negotiation Skills
- Helps You Stand Out
- People Will Appreciate It

# Barriers of Effective Listening

- Physiological Barriers 1)Hearing Impairment 2) Speaking Thinking Rate
- Environment Barriers 1) Physical Distractions 2) Message Overload
- Attitudinal Barriers 1) Prejudices 2) Preoccupation 3) A Casual Attitude 4) Egocentrism

# Traits of a Good Listener

- L = Look interested and get interested
- I = Involve yourself by responding
- S = Stay on target
- E = Evaluate the message
- N = Nuetrilise your feelings



THANK **YOU**