



chapter 3

Listening

Hearing

**Vibration of
sound waves
on eardrums**

Listening

**Paying close
attention to
what we hear**

Types of Listening



- **Appreciative**
- **Empathic**
- **Comprehensive**
- **Critical**

Appreciative Listening

**Listening for pleasure
or enjoyment**

Empathic Listening

Listening to provide emotional support for speaker

Comprehensive Listening

**Listening to understand
speaker's message**

Critical Listening

**Listening to evaluate message
to accept or reject it**

Causes of Poor Listening

- **Not concentrating**
- **Listening too hard**
- **Jumping to conclusions**
- **Focusing on delivery,
personal appearance**

Spare “Brain Time”

**Difference between rate of talk
(120-150 words a minute) & rate
at which brain processes
language (400-800 words a
minute)**

Becoming Better Listener

- Take listening seriously
- Be active listener
- Resist distractions
- Don't be diverted by appearance, delivery



Becoming Better Listener

- Suspend judgment
- Develop note-taking skills
- Focus your listening

Focused Listening

Listen for

- **Main points**
- **Evidence**
- **Technique**

