



# 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**

