



LISTENING AS PART OF PUBLIC SPEAKING

TODAY'S AGENDA

- Listening (How and Why)

HEARING vs. LISTENING

- **Hearing:** an accidental and automatic neurological response to sound that requires no effort.
- **Listening:** active, focused, concentrated attention for the purpose of understanding; the learned process of receiving, interpreting, recalling, evaluating, and responding to verbal and nonverbal messages.

BENEFITS OF LISTENING

- You become a better student
- You become a better friend
- People perceive you positively
- Good listening can help your public speaking

LISTENING STYLES

- **People-oriented listeners:** interested in the speaker; likely to become more attentive to the speaker than the message.
- **Action-oriented listeners:** interested in finding out what the speaker wants; seeks a clear message about what needs to be done (i.e., what action to take).
- **Content-oriented listeners:** interested in the message itself; want to listen to well-developed information with solid explanations.
- **Time-oriented listeners:** prefer a message that gets to the point quickly.

BARRIERS TO EFFECTIVE LISTENING

- **Noise**

- *Physical noise*: sounds in the environment that interfere with the ability to hear.
- *Psychological noise*: distractions by internal thoughts.
- *Physiological noise*: distractions caused by the listener's own body.
- *Semantic noise*: confusion over the meaning of word choice.

BARRIERS TO EFFECTIVE LISTENING

- ***Attention span:*** the finite length of time a person can maintain focus.
- ***Receiver biases:*** bias toward the speaker and/or the topic or message.
- ***Listening apprehension:*** the fear you might not be able to understand the message or process the information correctly.

STAGES OF LISTENING

- 1. Receiving:** the intentional focus on hearing a message; filters out other sources and isolates the message.
- 2. Understanding:** we attempt to learn the meaning of the message.
- 3. Remembering:** the ability to recall information.
- 4. Evaluating:** judging the value of the message.
- 5. Responding:** (feedback) indicates your involvement.
 - a. Formative feedback:** happens during the communication
 - b. Summative feedback:** happens at the end of communication

LISTENING CRITICALLY

- Recognize the difference between **facts** and **opinions**
- Uncover assumptions (your own and others)
- Be open to new ideas
- Rely on reason and common sense
- Relate new ideas to old ones
- Take notes

LET'S PRACTICE

- Lawrence Bernstein – “The trick to powerful public speaking”

THINK – PAIR – SHARE

- What was the main thesis (claim or purpose) of the speech?
- What techniques did the speaker use to engage the audience (i.e., storytelling, humor, tone)?
- What stood out to you the most about the speaker's delivery?
- What would you have done differently if you were the speaker?