

Assignment NO.4

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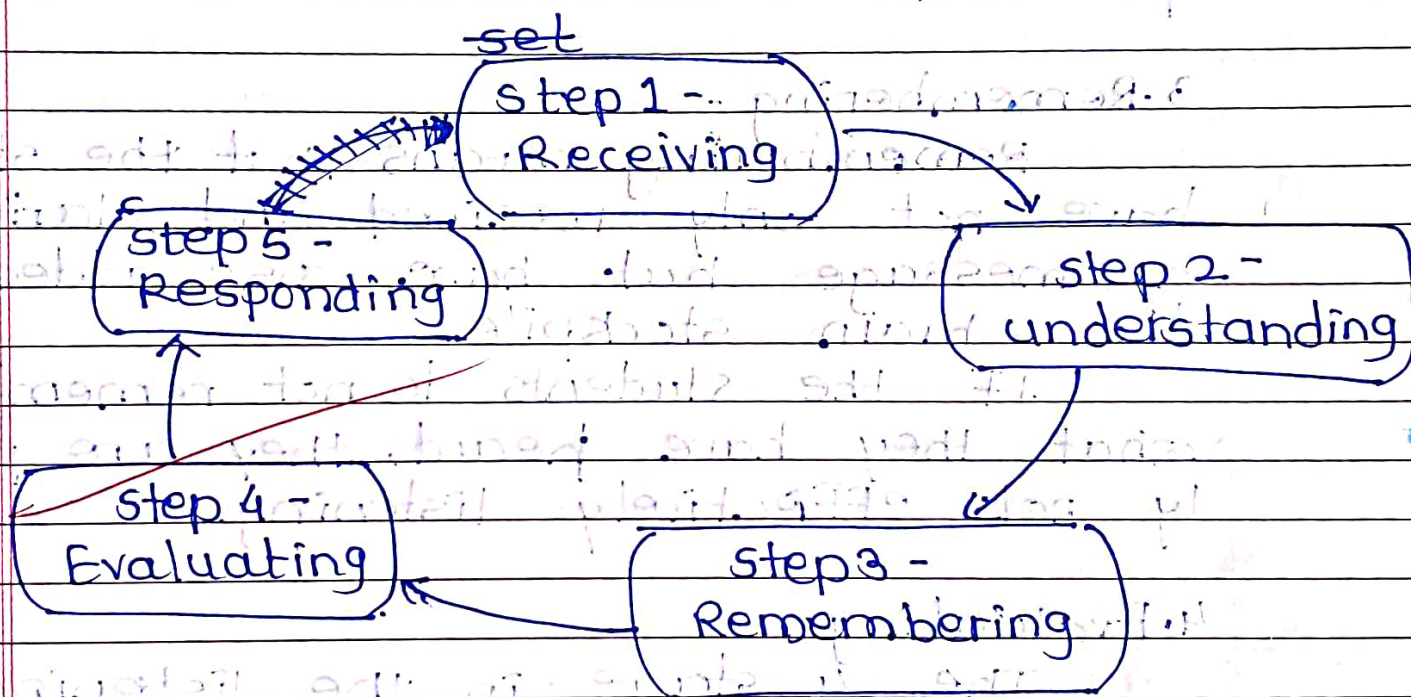
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Q.1) Define listening and explain 5 steps of listening.

Listening

The listening process comprises the stages of listening and is an effective way to garner the full meaning of a speaker's message.

The listening process steps include attending, understanding, interpreting, responding and remembering.



1. Receiving

The first stage of the listening process is the receiving stage, which involves hearing & attending.

Hearing is the perception of sound waves; the student must initially hear to listen.

2. Understanding

In the fig. of the listening process stages two, three and four are represented by the brain because it is a primary tool involved in the stages of the listening process.

In the understanding stage, the students attempt to learn the meaning of the message, comprehend/examine the meaning of the stimulus they have perceived.

3. Remembering

Remembering means that the students have not only received and clarified a message but have also added it to the brain stockpile.

If the students do not remember what they have heard, they are probably not effectively listening.

4. Evaluating

The 4 stage in the listening process is evaluating or thinking critically about the message.

5. Responding

Responding, sometimes called feedback is the fifth and final stage of the listening process.

Q.2) Explain difference betⁿ listening & hearing

Listening

Hearing

1) Listening is Intentional.

2) Hearing is not Intentional.

2) It is not continuous process.

2) It is continuous process.

3) It is specific.

3) It is general.

4) Hearing is one of the five senses & it just happens all the time whether you like it or not.

4) Listening requires concentration so that your brain processes meaning from words & sentences.

5) Concentration is ~~not~~ required.

5) Concentration is ^{not} required.

6) ~~Sub~~conscious level

6) ^{sub}conscious level

7) Listening leads to learning.

7) Hearing simply happens.

8. Hearing is a skill where you use your ears only.

8. Listening uses different senses, like hearing, seeing or sense of touch.

Q.3) Explain the types of listening.
→ There are three types of listening

- 1) Active listening
- 2) Passive listening
- 3) selective listening

1) Active listening -

Active listening is a skill that can be acquired and developed with practice. However, active listening can be difficult to master and will take time & patience. 'Active listening' means, as its name suggests, actively listening. That is, fully concentrating on what is being said rather than just passively 'hearing' the message of the speaker. Active listening involves listening with all senses.

2) Passive listening

passive listening occurs when a listener does not verbally respond to the speaker. The listener may deliberately or unintentionally send non-verbal message through eye contact, smiles, yawns or nods. Sometime passive listening is appropriate.

3) Selective listening

selective listener don't listen properly

all important information with listen only selective point or important point only.

Q. 4) Explain the Concept of relational communication.

→ The relational communication definition talks about the process of communication involved in personal relationships, which may include friends, family.

Principals of relational communication -

There are 4 basic principles on which relational communication stands.

1. Interaction

Various authors suggest that relationship emerges, strengthens or dissolves based on interaction.

It is by means of communication, which includes both verbal & non-verbal interactions.

2. The verbal or non-verbal message.

This principal proposes that messages are always analyzed within the context of relationship.

For example, a romantic stare from your partner decodes a different meaning than a continuous stare from some stranger at an empty footpath.

3. Communication is the key.

Relational Communication considers this as the most important principle as it lays the foundation on which a relationship stands and may flourish.

According to researchers, it is the primary focus in order to understand the verbal and non-verbal posture in an interpersonal relationship.

4. Communication is dynamic.

As one can easily observe that as relationships change, so does the communication. In an interpersonal relationship, communication is a varying entity rather than a constant element.

The behaviour of parents or their way of communication changes as their child grows older.

5) Explain Interpersonal Communication.

→ Interpersonal communication -

Interpersonal communication is an exchange of information between two or more people having some knowledge.

e.g. In office

* Importance of I.C. - "problem solving" ability of Trust

- Alignment with business goal

- employee success

- conflict management

- Crisis management

Elements of I.C.

• Communicator

• Message

• Feedback

• Medium

• Acknowledgement

Types of I.C.

There are four types of I.C.

① Verbal

In other words, speaking. This term covers the words you use, how persuasively you speak, the language you use, which words you emphasize and even the use of affirmative sound & short phrases.

② Listening

You can make a good case for listening as most important interpersonal communication skill.

It covers the ability to listen

attentively, whether you are using your ears to listen "in person" or some other means, say, over the internet.

3) The written word - Thanks to the internet age and situations requiring isolation, good written communication skills have become an asset.

Whether you are on social media, in the workplace, or even texting on your phone, you must know how to get your point across in writing.

4) Non-verbal -

The final type covers body language, facial expression, tone of voice, and gestures.

Again, it's essential that the listener picks it up & correctly interprets non-verbal cues.

Barrier of IC:

- Physical barrier

- Psychological barrier

- Mechanical barrier

- Linguistic barrier

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