Workbook

**Instruction**:

To understand what Hearing Understanding and Judging means listen to this audio clipping and answer the questions that follow.

**Outcome:**

You will be able to understand the difference and start listening more effectively audio Link <http://www.elllo.org/english/0601/T632-Martin-Interview.htm>

Listen to this conversation between Tom and Martin and answer the questions that follow:

Comprehension Quiz

**Exercise 1**

Answer the following questions based on the passage of listening:

1. What does Tom mention about a big company?

1. Salaries
2. Pension
3. Its financial base
4. Protection from the law

2. What does Martin like about smaller companies?

1. The human relationships
2. The flexible schedule
3. The chance for promotion
4. The excitement

3. What worries Tom about a small company?

1. The gossip
2. The risk
3. Being passed over
4. Limited growth

4. What does Martin like about what small companies share?

1. Profits
2. Ideals
3. Responsibility
4. Blame

**Exercise 2**

Fact inference and opinion – Exercise

In the blank on the left, write an F for fact, an I for inference, or an O for opinion.

\_\_\_\_\_ 1. Since Beth wears glasses, she must not have 20/20 vision.

\_\_\_\_\_ 2. I think caramel apples make the best snack.

\_\_\_\_\_ 3. Oranges contain Vitamin C.

\_\_\_\_\_ 4. It is better to write with pens than with pencils.

\_\_\_\_\_ 5. Mr. Bhatt is probably sick since he’s not here today.

**Exercise 3**

Paraphrase – Exercise

1. Fatima worried about passing the very difficult test.

a. Receiving a passing grade on the difficult exam concerned Fatima.

b. Fatima was worried about receiving good marks on the test, which was very hard.

2. Three issues are especially crucial to understanding the possible uses of the human genome.

a. Three things are especially crucial to understanding the possible uses of the human genome.

b. Understanding potential uses of the human genome is linked to three vital issues.

3. It is not ethical to cheat on tests.

a. okay

b. moral

4. He felt uneasy, but he didn't know why.

a. fearful

b. anxious

5. Eyes pained by dust secrete a lot of tears.

a. hurt

b. irritated

**Elements of Active Listening Exercise**

**Exercise 4:**

I**ntroduction**

The following dialogue is an example of a typical business meeting. As you can see from the dialogue, a typical business meeting can be divided into five parts:

**Read the dialogues**

**Introductions**

Meeting Chairman: If we are all here, let's get started. First of all, I'd like you to please join me in welcoming Jack Peterson, our Southwest Area Sales Vice President.

Jack Peterson: Thank you for having me, I'm looking forward to today's meeting.

Meeting Chairman: I'd also like to introduce Margaret Simmons who recently joined our team.

Margaret Simmons: May I also introduce my assistant, Bob Hamp.

Meeting Chairman: Welcome Bob. I'm afraid our national sales director, Anne Trusting, can't be with us today. She is in Kobe at the moment, developing our Far East sales force.

**Reviewing Past Business**

Meeting Chairman: Let's get started. We're here today to discuss ways of improving sales in rural market areas. First, let's go over the report from the last meeting which was held on June 24th. Right, Tom, over to you.

Tom Robbins: Thank you Mark. Let me just summarize the main points of the last meeting. We began the meeting by approving the changes in our sales reporting system discussed on May 30th. After briefly revising the changes that will take place, we moved on to a brainstorming session concerning after sales customer support improvements. You'll find a copy of the main ideas developed and discussed in these sessions in the photocopies in front of you. The meeting was declared closed at 11.30.

**Beginning the Meeting**

Meeting Chairman: Thank you Tom. So, if there is nothing else we need to discuss, let's move on to today's agenda. Have you all received a copy of today's agenda? If you don't mind, I'd like to skip item 1 and move on to item 2: Sales improvement in rural market areas. Jack has kindly agreed to give us a report on this matter. Jack?

**Discussing Items**

Jack Peterson: Before I begin the report, I'd like to get some ideas from you all. How do you feel about rural sales in your sales districts? I suggest we go round the table first to get all of your input.

John Ruting: In my opinion, we have been focusing too much on urban customers and their needs. The way I see things, we need to return to our rural base by developing an advertising campaign to focus on their particular needs.

Alice Linnes: I'm afraid I can't agree with you. I think rural customers want to feel as important as our customers living in cities. I suggest we give our rural sales teams more help with advanced customer information reporting.

Donald Peters: Excuse me, I didn't catch that. Could you repeat that, please?

Alice Linnes: I just stated that we need to give our rural sales teams better customer information reporting.

John Ruting: I don't quite follow you. What exactly do you mean?

Alice Linnes: Well, we provide our city sales staff with database information on all of our larger clients. We should be providing the same sort of knowledge on our rural customers to our sales staff there.

Jack Peterson: Would you like to add anything, Jennifer?

Jennifer Miles: I must admit I never thought about rural sales that way before. I have to agree with Alice.

Jack Peterson: Well, let me begin with this Power Point presentation (Jack presents his report).

Jack Peterson: As you can see, we are developing new methods to reach out to our rural customers.

John Ruting: I suggest we break up into groups and discuss the ideas we've seen presented.

**Finishing the Meeting**

Meeting Chairman: Unfortunately, we're running short of time. We'll have to leave that to another time.

Meeting Chairman: Good idea Donald. How does Friday in two weeks time sound to everyone? Let's meet at the same time, 9 o'clock. Is that OK for everyone? Excellent. I'd like to thank Jack Peterson: Before we close, let me just summarize the main points:

* Rural customers need special help to feel more valued.
* Our sales teams need more accurate information on our customers.
* A survey will be completed to collect data on spending habits in these areas.
* The results of this survey will be delivered to our sales teams
* We are considering specific data mining procedures to help deepen our understanding.

Meeting Chairman: Thank you very much Jack. Right, it looks as though we've covered the main items. Is there any other business?

Donald Peters: Can we fix the next meeting, please?

Thank you for coming to our meeting today. The meeting is closed.

Once you read the script fill in the table given below:

Note: Mention specifically which actor used it.

|  |  |  |
| --- | --- | --- |
| Element | Example | Actor |
| Paraphrasing: the receiver restates the message in his/her own words |  |  |
| Clarifying: the receiver seeks understanding by asking for clarity |  |  |
| Probing: the receiver obtains more information by asking open and closed questions |  |  |
| Verifying: the receiver uses a paraphrasing statement and a question to check for understanding |  |  |
| Summarizing: the receiver briefly states the main points of the dialogue or exchange |  |  |

Elements of Active Listening

Paraphrasing: the receiver restates the message in his/her own words

Examples: “Let me see if I understand, you mean ……”

“It sounds like you mean ……”

Clarifying: the receiver seeks understanding by asking for clarity

Examples: “What do you mean by ……?”

“Could you explain in more detail what you are saying …..”

“I’m not sure I understand.”

Probing: the receiver obtains more information by asking open and closed questions

Examples: “Would you tell me more about ……?

“Would you be more specific about ….?”

“Do you mean that ….?”

“Are you saying that ….?”

Verifying: the receiver uses a paraphrasing statement and a question to check for understanding

Examples: “It sounds like you mean ….. Is this correct?”

“Let me make sure I have this correct ….. Is this right?”

Summarizing: the receiver briefly states the main points of the dialogue or exchange

Examples: “This is what I understand you are saying ……[fill in the key points]

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| --- |
| Answer Key  Exercise 1:  Script of the Conversation:  Martin: Hey Tom, where've you been lately?  Tom: Oh, I've been doing loads of job interviews. You know I'm graduating soon. I've just got to work out what to do next. I'm torn between a big company and a small company.  Martin: Really? Personally I would choose the small company. What are you thinking?  Tom: Well, see I was going to go with the big company because if it is bigger, it's got a bigger financial base, it's more secure, it's not likely to fold in a couple of months. And also as a big company with a high profile they've got to follow the laws. You know, toe the line on looking after their employees. So things like pension and insurance are all going to be sorted out.  Martin: Hmm. Well, I think a small company for almost all different reasons, it's a lot more exciting, you're going to be treated, most importantly, like a person, not just a cog in a wheel and you know, you're young, you don't need to worry about you're pension just yet. You're not that old, you know, you can get by. And it would be nice to have the relationships with your coworkers on like a human relationship instead of just one giant building and you're not feeling like a human there. And especially with your boss, I think that's always important to get the recognition that I think you deserve.  Tom: I mean you've got a good point about the personal relationships but that can also work against you I think. If someone whose not as good as you are has a good tight relationship with the boss then they're going to get the promotion and you're going to get passed over. That kind of closeness, that kind of family thing, that doesn't really seem fair.  Martin: Well that is a good point but I think also if you look at a small company that most of the people working there are going to share a lot more of your ideals and you're gonna have a better time of integrating yourself in there and I think it's gonna be fairer by and large because it is smaller.  Tom: I'm going to have to give this more thought.  Answers:   1. Pension   The first question is based on hearing ( facts)   1. The human relationships   The second question is based on understanding (inference)   1. Being passed over   The third question is based on judging (forming an opinion)  4. Ideals  The fourth question is also based on judging (forming an opinion)  Exercise 2:  1. Since Beth wears glasses, she must not have 20/20 vision.(I)  2. I think caramel apples make the best snack.(O)  3. Oranges contain Vitamin C.(F)  4. It is better to write with pens than with pencils.(O)  5. Mr. Bhatt is probably sick since he’s not here today.(I)  Exercise 3  A  B  A  B  A  Exercise 4:  Note: Mention specifically which actor used it  Element Example Actor  Paraphrasing: the receiver restates the message in his/her own words  No paraphrasing done  Clarifying: the receiver seeks understanding by asking for clarity Excuse me, I didn't catch that. Could you repeat that, please? Donald Peters  Probing: the receiver obtains more information by asking open and closed questions I don't quite follow you. What exactly do you mean?  John Ruting  Verifying: the receiver uses a paraphrasing statement and a question to check for understanding Right; it looks as though we've covered the main items Is there any other business?  Meeting Chairman  Summarizing: the receiver briefly states the main points of the dialogue or exchange Before we close, let me just summarize the main points:  Jack Peterson |