

## **Effective Listening**

Listening is physical as well as mental process. It is a series of interrelated processes that include attending, receiving, interpreting and responding. We can also say that listening is decoding and interpretation of sounds correctly.

Listening is an important part of spoken communication. As a speaker communicates the desired message orally, the listener plays an equally crucial role in making the communication successful. Success of a communicator majorly depends on the patience level of a receiver. Bad listening defeats the very purpose of spoken words. It is a deliberate effort and is much more than just hearing.

Effective listening means concentrating on what the speaker says and not how they say it. Lack of attention and respectful listening can be costly, leading to mistakes, poor service, misaligned goals, wasted time, and a lack of teamwork.

### **Types of listening**

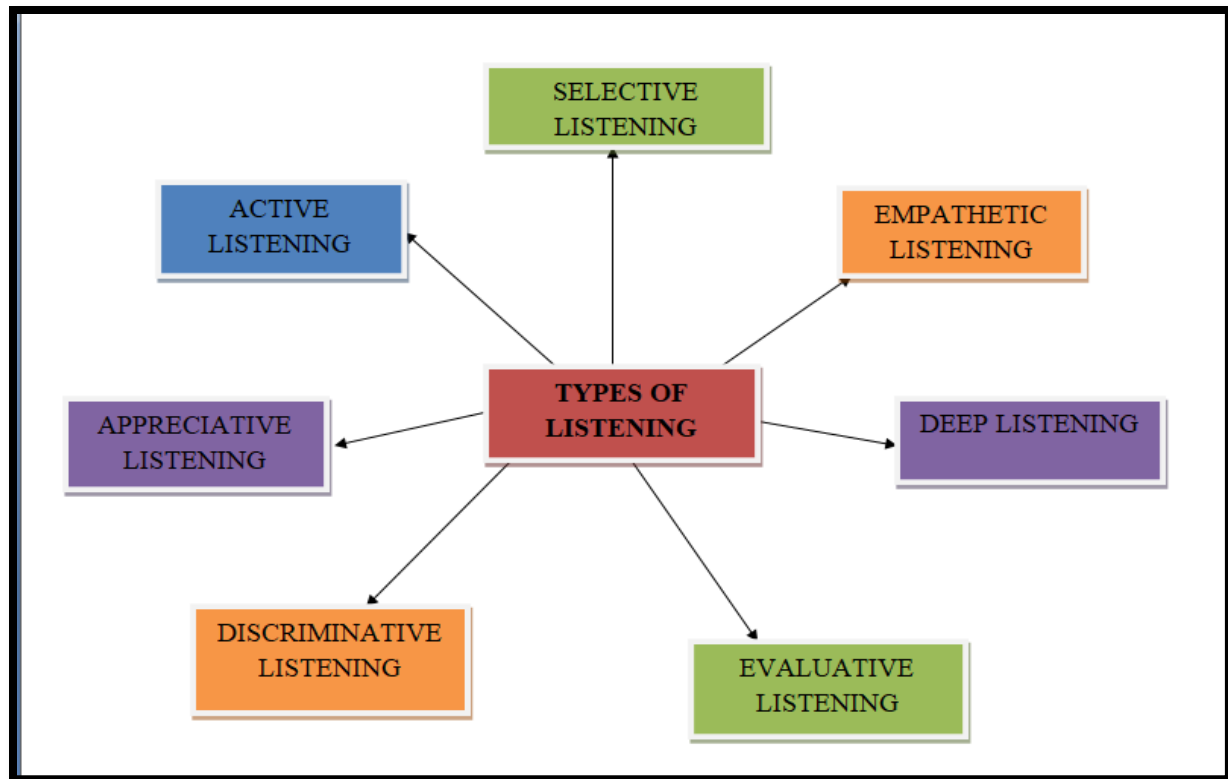
Listening can be of many types depending on the context of the purpose and characteristics of the speaker and listener. It can be both internal as well as external activity. Here few types of listening-

#### **1. Active listening**

When the listener is genuinely interested in understanding what the other person is thinking, feeling, wanting, or what the message means, and active in checking our understanding, it is called active listening.

#### **2. Selective listening**

Listeners who belong to this type absorb only what they want to absorb. They try to relate what is communicated with their own life, personality and situations. Selective listening reinforces one's ideology and tends to prevent people from learning new things as they assimilate what is incompletely communicated.



### 3. Empathetic listening

When we listen empathetically, we seek to understand other people's beliefs, moods, emotions, and goals. People who listen empathetically are passionate about what is being communicated. They strive to listen carefully to understand the communicator in the best possible way.

### 4. Deep listening

People involved in this type of communication listen passionately to understand and be understood mutually. This way of listening is highly interactive in nature and is accelerated through the communication that actually takes place between the minds and hearts of the people involved.

### 5. Evaluative Listening

In this we judge what the other person says. We seek to evaluate the truth of what is said, we also judge what they say about our values, classifying them as good or bad, worthy or unworthy. It is also known as critical listening.

## **6. Discriminative listening**

As its name suggests, discriminatory listening is the most basic type of listening, so the difference between sounds is identified. If you cannot hear the differences, then you cannot understand the meaning of those differences.

## **7. Appreciative listening**

In appreciative listening, the main intention is to search for certain information that will be appreciated.

## **Importance of Listening**

- A good listener is always in a better position to deal with your problems and relationships.
- Helps a person in career expansion.
- Helps people to remain updated.
- It helps organization in meeting its objectives.
- Listening skills are critical to effective leadership.
- Helps in making the communication effective.
- Good listeners are often the best speakers because they have taken the time to discover what people are really interested in.

## **Guidelines for Effective Listening**

1. As we all know that listening plays a very vital role in every communication. So the person should prepare himself before he actually starts listening.
- One person can perform only one task efficiently at a point of time, so he should stop speaking before starting listening.

- All the barriers that can distract one person while listening should be removed like noises, fan noises etc.
  - There should be no extraordinary cold or warm environment and ventilation should be adequate.
2. There could be many issues on which the listener has reservations. In addition to these reservations, the listener must do everything possible to understand the message.
  3. There can be many objects on which the listener must construct a mental scheme of where the speaker is heading in his speech.
  4. The listener should understand the theme and background of what the speaker is speaking. This will enable them to understand the content better.
  5. Listener should focus on taking notes. He should jot down the ideas not the sentences.
  6. Listener should avoid interrupting while the speaker is speaking until he himself invites a question. This provides an ease to both speaker and listener.
  7. Listener should be able to identify the right time to raise a question.
  8. The listener should summarize and speech but not during listening process.