

Subject Code: **Eng3**
LG Code: 1.0 **Fundamentals of Effective Listening and Speaking**
Lesson Code: 1.1 **Functional Listening**
Time Limit: **30 minutes**
Materials: Progress tracking sheet, copy of the audio-clip

Communication is the oral or written process of sending and receiving messages to share meanings, ideas, feelings, and attitudes. (Galvin & Cooper, 2005). This module consists of three lessons that present the fundamentals of effective listening, speaking, and presentation skills towards meaningful communication.



Target

TA: 1 min ATA: _____

By the end of this module, the students will have been able to:

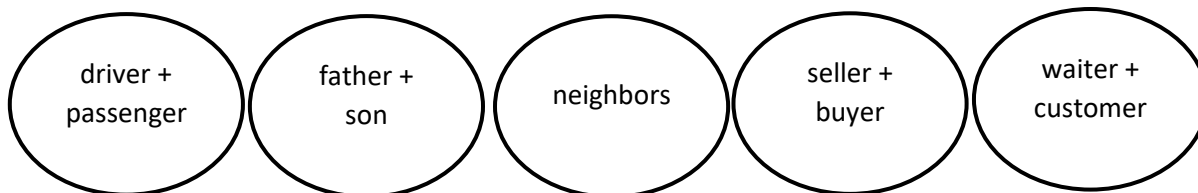
- describe the process of listening,
- apply the principles of effective listening and speaking,** and
- discover the purposes for listening.



Hook

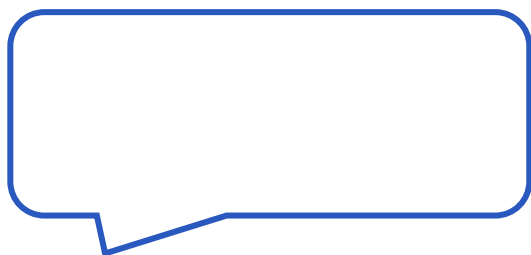
TA: 3 mins ATA: _____

Task 1. Random Scenario: With a partner, choose one of the given roles and try to create a meaningful conversation given a random topic or scenario by the teacher.



Random scenario

- inside a store
- shopping for a dress
- gossiping
- complaining about food
- giving directions
- in an online gaming shop
- teaching arithmetic
- talking about UFO
- in a phone call
- sipping coffee in the morning



Student A



Student B

Processing questions:

What is the role of a speaker and a listener during a communication process?

Are you a good communicator?

How do you interact with others?

How does communication occur?



Ignite

TA: 10 mins ATA: _____

Listening is one of the skills used during an oral communication. It is an essential skill that helps you remember important words and details. Listening is an active process of gathering information that involves hearing, attending, comprehending, and responding.

The Listening Process



Think about it!

Is there a difference between listening and hearing? Explain.

Sensing is the physical act of receiving sound waves. It is also known as hearing.



Interpreting is extracting meaning from words.



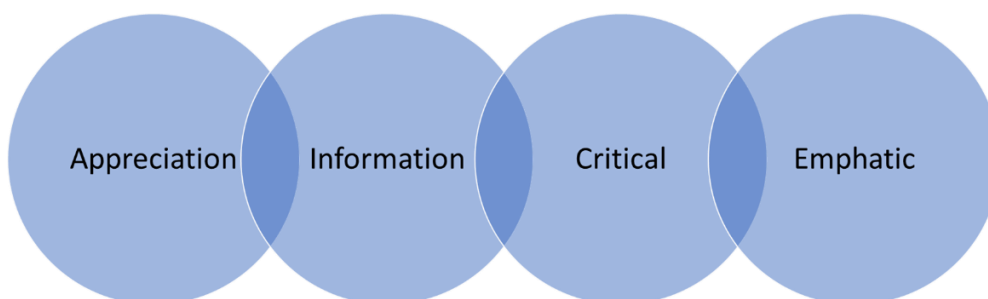
Evaluating is judging the message based on the situation.



Responding is turning listening into a two-way process.

An individual uses the skill of listening for various reasons. It can be utilized for appreciation, information, critical listening, and emphatic listening.

Purposes for Listening



Listening for appreciation is used for entertainment or listening passively for one's pleasure.

Listening for information is using ideas heard for comprehension and gathering of facts and/or opinions to acquire information.

Critical listening is utilized for making evaluation and judgment and listening to analyze information.



Empathic listening is employed during personal interaction and to understand the emotional state of another person.

Fagan (2014) explains the 7 ways towards effective listening.

- 1. Prepare-** Be aware of your own feelings and needs. Are you able to shut out distractions and focus on what this person is about to say?
- 2. Listen and Clarify-** Listen to the speaker's perspective, feelings, and wants. If you don't feel as if you've clearly understood what they are saying ask for clarification or more information. Helpful phrases are "I'd just like to check that I've understood what you said correctly..." "Just let me run this past you..."
- 3. Acknowledge-** Communicate to the speaker that you've heard their point of view, for example: "I can hear that you are feeling very stressed at the moment."
"You seem to be very worried about..."
- 4. Your Posture-** Make sure your posture indicates interest in what the person is saying. This can be done by facing the person, at an appropriate distance. Having relaxed arms and legs rather than crossing or folding arms or legs "like a barrier" helps.
- 5. Appropriate body motion-** Move in a synchronized way with the speaker. A very rigid, still position or too much fidgeting is distracting and off-putting.
- 6. Eye-contact-** Respect cultural difference. For Maori, Pacific Islanders and some other groups, direct eye contact may be considered offensive or aggressive. Be led by the speakers' comfort with eye contact. Effective eye contact usually consists of "bursts" of eye contact with movement to other parts of the person's face or hands and looking away.
- 7. Suitable Environment-** Make sure the environment is welcoming – avoid physical barriers like desks in the way.



Navigate

TA: 6 mins ATA: _____

Task 2. Set the Purpose: Determine the purpose for listening applied in each situation (10 pts).

Choices:

- Listening for:
- A. appreciation
 - B. information
 - C. critical listening
 - D. emphatic listening

1. Getting directions from someone
2. Laughing at the jokes of a comedian
3. Listening to a motivational speech of a leader
4. Hearing a public announcement in a supermarket
5. Listening to the experiences of a cancer survivor
6. Listing the ideas expressed by the speaker in a seminar
7. Analyzing important questions during graded recitation
8. Remembering the diagnosis of a doctor regarding medical tests
9. Noting details while listening to the teacher's instruction of a task
10. Listening to a salesperson as he or she demonstrates the differences of two cellphone brands



TA: 10 mins ATA: _____

Task 3. Clip-it! Listen twice to an eight-minute audio-file about the literary periods in English literature. Note the important details mentioned in the clip to complete five short answer questions in an online quiz (10 pts). Limit your answers within 1-3 complete sentence/s. The file can be accessed in this link: <https://emporiaslim.libguides.com/c.php?g=851172&p=6091449>



British Literature
(128 kbps).mp3

1. How will you describe the tone or attitude of the speaker?

Answer: _____

2. What are the major periods discussed in the clip?

Answer: _____

3. How is gothic fiction different from science fiction?

Answer: _____

4. What purpose for listening did you use to answer item number 3? Why?

Answer: _____

5. What could be an appropriate title for the clip? (Use seven to ten words)

Answer: _____

Summary of the Lesson

Effective listening is a way to establish one's communicative competence. Listening skills are used to attend to different purposes namely for appreciation, information, critical, and emphatic listening. Do you consider yourself a good listener? Remember that people want to be heard and acknowledged when they speak. For the next module, you will learn about functional speaking. Try to discern the question below to prepare you for the next lesson.



Think about it!

How is listening connected to speaking?



References

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