

UNIT 1

TOPIC: LISTENING SKILLS

LECTURE 6

CO: HM002.1

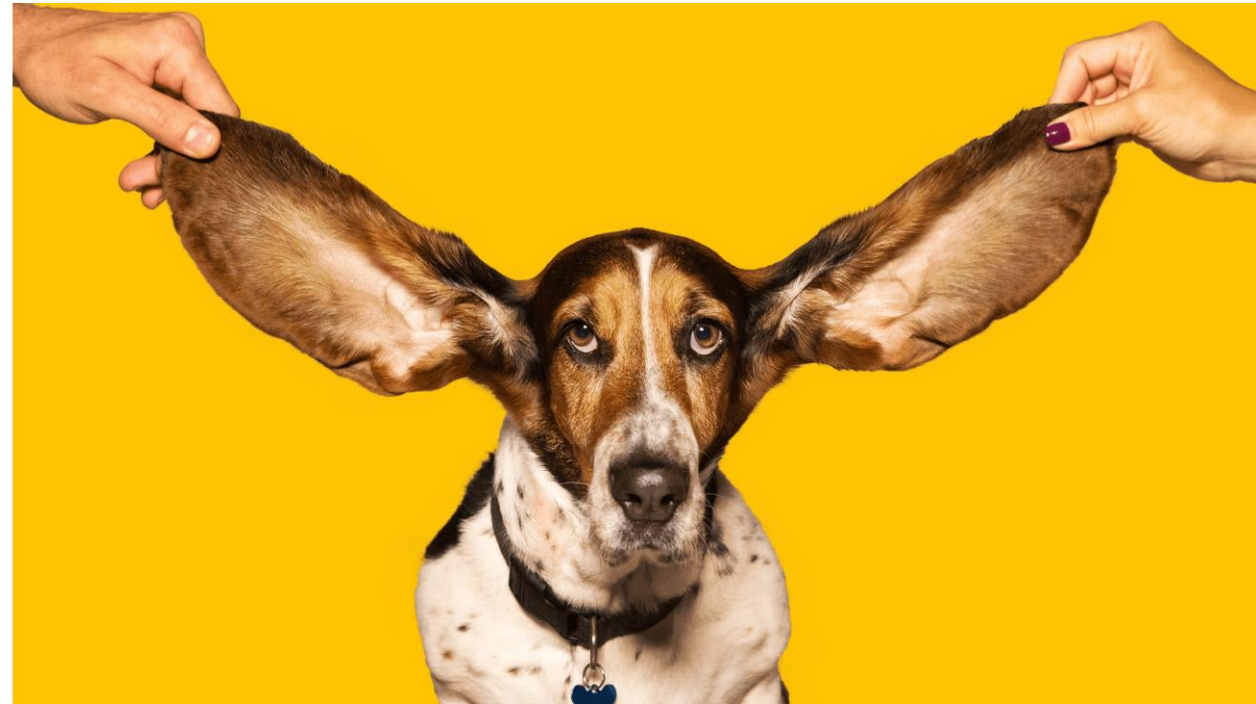


Avila Naik

Subtopics

Types of listening:

Superficial, Appreciative,
Focused, Evaluative,
Attentive, Empathetic



Superficial Listening

Superficial listening means listening without paying attention

You can hear what the other person is saying, but your attention is somewhere else

Hearing records the sound waves of the other's voice

You may be listening to someone and at the same time be thinking or doing something else

Superficial listening, therefore, is a passive act

Appreciative Listening

Appreciative listening is one through which we listen without paying attention, in a relaxed way, seeking pleasure or inspiration

We hear about entertainment. We don't pay attention

Focused Listening

Focused Listening is based on a philosophy which says that, when a person is being unclear on what to do next, or needing help

Once the person has been able to symbolize in words what is going on inside, solutions and next steps will come from within the person herself

So Focused Listening is used to help the person to find words

Evaluative Listening

It occurs when the speaker tries to convince the receiver by influencing attitudes, beliefs or ideas

Listen and evaluate the received message so that one can make the appropriate decisions regarding the received message

Evaluative listening is also called critical listening

Empathetic Listening

Empathic listening is listening from within the other person's frame of reference

During conflict, empathic listening is a very rare animal

Empathic listening is learnable

It takes no special skill, just a very specific desire: To see things the way they see them, even if we don't want to or don't agree with them

Attentive Listening

Attentive listening is like what we just heard, like giving advice

Paying attention but primarily to feel good about our good listening or our good advice

Listening from within our own frame of reference

That's the point of view from which we listen most of the time

UNIT 1

TOPIC: LISTENING SKILLS

LECTURE 7

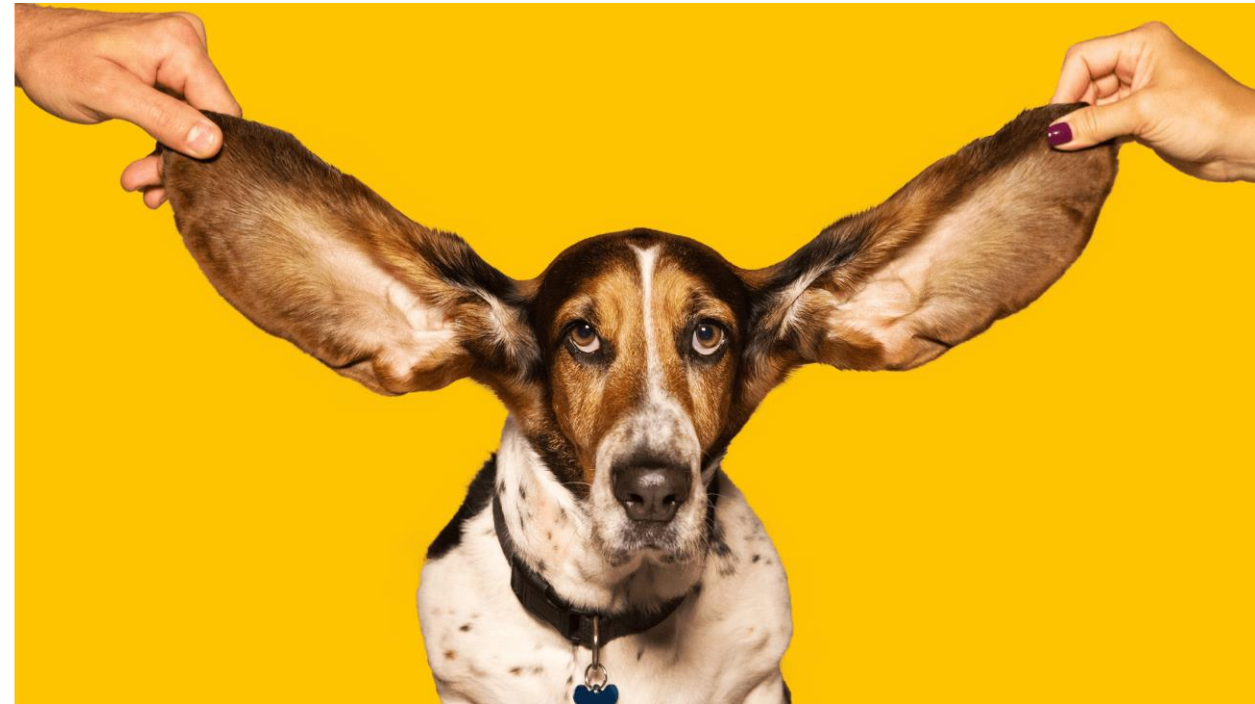
CO: HM002.1



Avila Naik

Subtopics

Barriers to listening:
Physical, Psychological,
Linguistic, Cultural



What are barriers?

A communication barrier is anything that comes in the way of⁺ •
receiving and understanding messages that one sends to another
to convey his ideas, thoughts, or any other kind of information

- ❖ Physical Barriers
- ❖ Psychological Barriers
- ❖ Language Barriers
- ❖ Cultural Differences

Physical Barriers

- Stammering and similar such speech difficulties
- Hearing disabilities that prompt the speaker to speak loudly
- Deaf, dumb and blind people
- Non-verbal mode of communication cannot be ignored

Psychological Barriers

Lack of interest, attention, distraction shown by the listener can put off⁺ the other person

Swiping the phone screen all the time, attending calls are all considered impolite

Avoiding eye contact

Differences in perception and viewpoint can occur

Sometimes, strong emotions like anger or sadness, nervousness, personal grudges, etc.

Language Barriers

Using jargon or over-complicated

Unfamiliar or technical terms

Foreign Language

Dialects

Accents

Jargon and Slang

Word Choice – ambiguity, verbosity

Literacy and Vocabulary

Grammar and Spelling

+

•

Cultural Barriers

What is Culture: Culture is defined by the shared manners, customs, beliefs, rituals, ceremonies, laws, ideas, thought patterns, arts, tools, social institutions, religious beliefs, myths and legends, knowledge, values, a concept of self, morals, ideals and accepted ways of behaving. + ●

Language is considered as the most crucial barrier in cross-cultural communication

Each culture hold its own values, meaning and norms different from another. This difference is caused because of truth, belief and judgment through which they acquired knowledge about society and culture

Stereotypes are any negative image or preconceived notions on a particular community and identity

The differences in values and beliefs in cultures also create a barrier in communication

Body language and gestures are other elements of the cultural barrier