

# UNIT 1

## TOPIC: LISTENING SKILLS

### LECTURE 3

#### CO: HM002.1

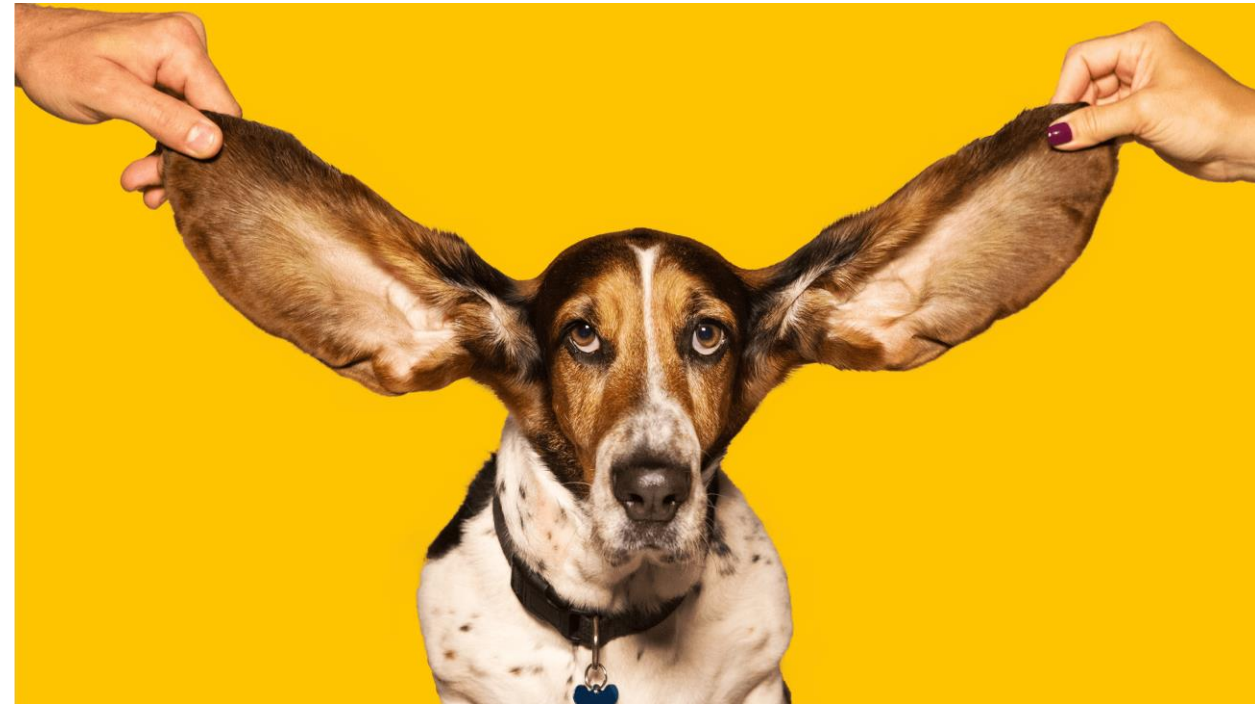


Avila Naik

# Subtopics

Importance of listening in the corporate world

Organization- spatial  
organization, chronological  
organization, order of  
increasing and decreasing  
importance



# Importance of Listening in the Corporate World

Recent studies that focus on the workplace show that, on an average, personnel at all levels spend about 32.7% of their time listening, while speaking takes up 25.8% of their time and writing 22.6%.

Top executives spend even more time listening than other employees.

Most managers agree that “active listening” is the most crucial skill for becoming a successful manager.

Stephen Covey identifies listening as one of the “seven habits of highly effective people.”

# Importance of Listening in the Corporate World

Listening can improve work quality and boost productivity.

Poor listening leads to innumerable mistakes because of which letters must be retyped, meetings rescheduled, shipments rerouted.

All this affects productivity and profits.

Apart from the obvious benefits, good listening helps employees to update and revise their collection of facts, skills and attitudes.

Good listening also helps them to improve their speaking.

# 5 Ways Listening Grows Your Business

1. Detect problems when they are small.
2. Open you to new ideas.
3. Build trust and loyalty in your workers.
4. Your clients and partners feel valued.
5. It makes your company a company.

# UNIT 1

## TOPIC: LISTENING SKILLS

### LECTURE 4

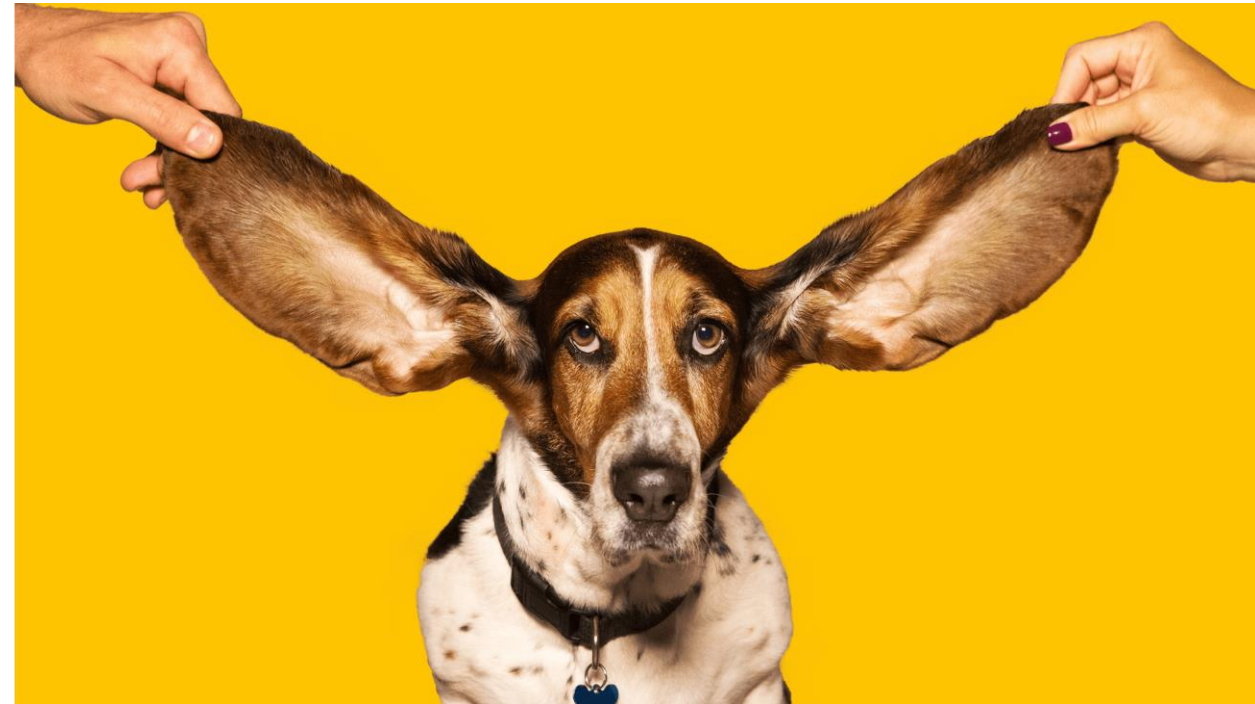
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# Subtopics

Styles of communication:  
accuracy, brevity, clarity,  
objectivity, impersonal  
language, professional  
speaking ability



# Accuracy in Communication

Word choice accurately represents the level of certainty.

Words like “prove,” “guarantee,” or “certainty,” communicate a finality that rarely exists in science and engineering.

You will often draw conclusions based on evidence, but it is unlikely that you will ever prove or guarantee the results of your experiment or design.

Use words that are accurate and still allow for uncertainty, such as: “indicate,” “suggest,” “highly likely,” “reduce,” “decrease” or “increase”



# Accuracy in Communication

## Imprecise

Several holes were drilled in the plank.

A few of the LEDs on Design 1 were kind of faint.

The beaker of water was placed in the ice bath until it was cool.

Using a lower water cement ratio in the concrete mix will eliminate cracking.

## More precise

*Three (3) holes were drilled in the plank four (4) inches apart.*

*Quantifies the number of holes and the spacing.*

*Two LEDs on Design 1 were noticeably less intense than their counterparts on Design 2.*

*Quantifies the number of LEDs and provides a specific point of comparison.*

*The beaker of water remained in the ice bath until its temperature reached 23°C.*

*States a specific temperature to define “cool.”*

*Using a lower water cement ratio in the concrete mix will help reduce cracking.*

*Avoids an absolute statement that could set unrealistic expectations.*

# Brevity in Communication

Brevity is the quality of being brief. It is a striking feature of written communication. Brevity means giving maximum information in the minimum number of words possible. It can be achieved by avoiding wordiness and repetition. It saves the time of the writer and the reader also. Communication should be accurate, precise, concise, and pointed. It should not be irrelevant, repetitive, and circumlocutive.

## **Ways to achieve brevity in writing:**

- 1. Replace several vague words with more powerful and specific words.**
- 2. Interrogate every word in a sentence.**
- 3. Combine Sentences.**
- 4. Omit repetitive wording.**
- 5. Eliminate words that explain the obvious or provide excessive detail.**
- 6. Start sentences with the subject.**
- 7. Remove Redundancy.**
- 8. Change phrases into single-words and adjectives.**
- 9. Avoid overusing expletives at the beginning of sentences.**
- 10. Avoid circumlocutions in favor of direct expressions**

# Clarity in Communication



The message should be clear, well-planned and expressed in a logical way.

It should not be ambiguous.

Clearly written messages avoid misunderstanding and save time.

Vague or ambiguous expressions must be avoided.

Clarity paves way for readability.

For readability clear, simple, familiar, precise, specific words, phrases and expressions should be used.

Long sentences, unclear words and clumsy expressions should be avoided.

**Clarity depends upon five factors. They are as follows:**

- 1. Always use simple, common and meaningful words. Avoid technical words, jargons and cliches.**
- 2. Use short and simple sentences as long sentences can confuse the reader.**
- 3. Use proper punctuation in writing; it facilitates comprehension.**
- 4. Always give definite and concrete details with facts and figures.**
- 5. Use coherence, that is, the logical sequence in the presentation of ideas.**

# Clarity in Communication



## Use active voice:

Sentences in active voice are usually easier to understand than those in passive voice because **active-voice constructions** indicate clearly the performer of the action expressed in the verb.

In addition, changing from passive voice to active often results in a more concise sentence. So, use active voice unless you have good reason to use the passive.

For example, the passive is useful when you don't want to call attention to the doer; when the doer is obvious, unimportant, or unknown; or when passive voice is the conventional style among your readers.

- The committee decided to postpone the vote.
- A decision was reached to postpone the vote.

# Objectivity in Communication

**Characteristics of Objectivity** Let us compare the two passages: Passage A and Passage B.

<i>Passage A</i>	<i>Passage B</i>
We know that chemical reactions involve the breaking of bonds and the making of new ones. We often need to supply energy to get the reaction going. The energy that we supply may be in the form of heat, light, or mechanical shaking for proper contact between the reactant molecules and electricity. When chemical reactions occur, we can see a great variety of rearrangements of atoms.	Chemical reactions involve the breaking of bonds and the making of new ones. Energy is supplied to get the reaction going. The energy that is supplied may be in the form of heat, light, or mechanical shaking for proper contact between the reactant molecules and electricity. When chemical reactions occur, there can be a great variety of rearrangements of atoms.

# Objectivity in Communication

Passage A is Personal and Subjective

Passage B is Impersonal and Objective

Passage A uses Personal Pronouns and Active Voice which gives subjectivity

Passage B uses third person and passive voice that emphasis on subject matter

To make style objective and factual, use impersonal language, passive voice and factual expressions



# Objectivity in Communication

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<i>Active</i>	<i>Passive</i>
Friction reduces the efficiency of machines.	The efficiency of machines is reduced by friction.
We use hot dipping as a common method to apply metallic coatings.	Hot dipping is a method commonly used to apply metallic coatings.
A computer performs fast and accurate calculations.	Fast and accurate calculations are performed by a computer.
We examined the mixture under a microscope.	The mixture was examined under a microscope
You must complete the assignment by the end of this week.	The assignment should be completed by the end of this week.
We may classify alloy steels as well as plain carbon steels according to their ability to harden.	Alloy steels as well as plain carbon steels may be classified according to their ability to harden.
We use the name quicklime for calcium oxide.	The name quicklime is used for calcium oxide.
We can change a solid into liquid by heating.	A solid can be changed into a liquid by heating.

# Objectivity in Communication

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To achieve objectivity, one must:

**Use appropriate passive constructions**

**Use active forms sparingly**

**Avoid personal pronouns and expressions**

**Use factual words**



# Activity

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3. Rewrite the following passages formally and objectively using impersonal passive and other devices:

- (i) We know that the only aluminium ore that we use in this country is bauxite. Aluminium occurs in this ore in the form of aluminium hydroxide. We may find such ores in Arkansas, Georgia, Alabama, and in several other states. We produce aluminium from this ore. We also use this ore for manufacturing chemicals and high temperature insulating materials, and for grinding wheels and stones.

# Impersonal Language in Communication

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Technical Communication is concerned with **what was done, what happened or what was looked into** rather than **who did what**

Impersonal language involves the use of impersonal passive and the exclusion of personal elements and personal pronouns.

# Professional Speaking

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What do you mean by Professional Speaking?

# UNIT 1

## TOPIC: LISTENING SKILLS

### LECTURE 5

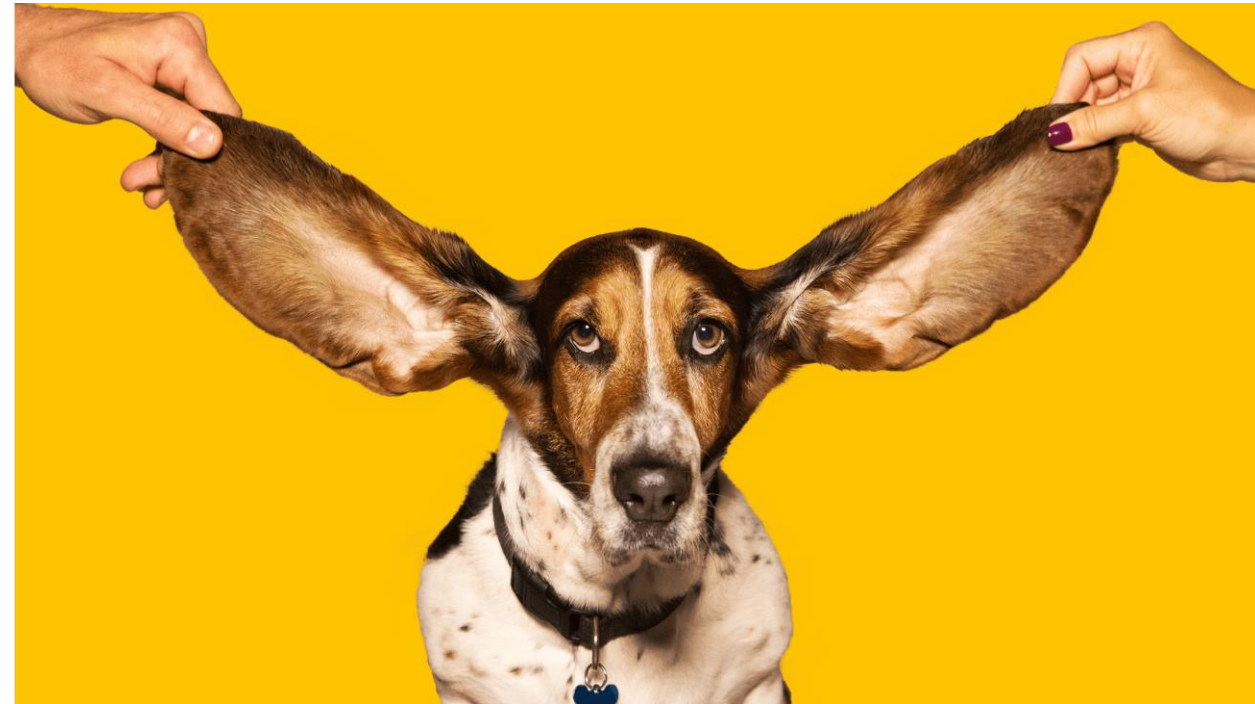
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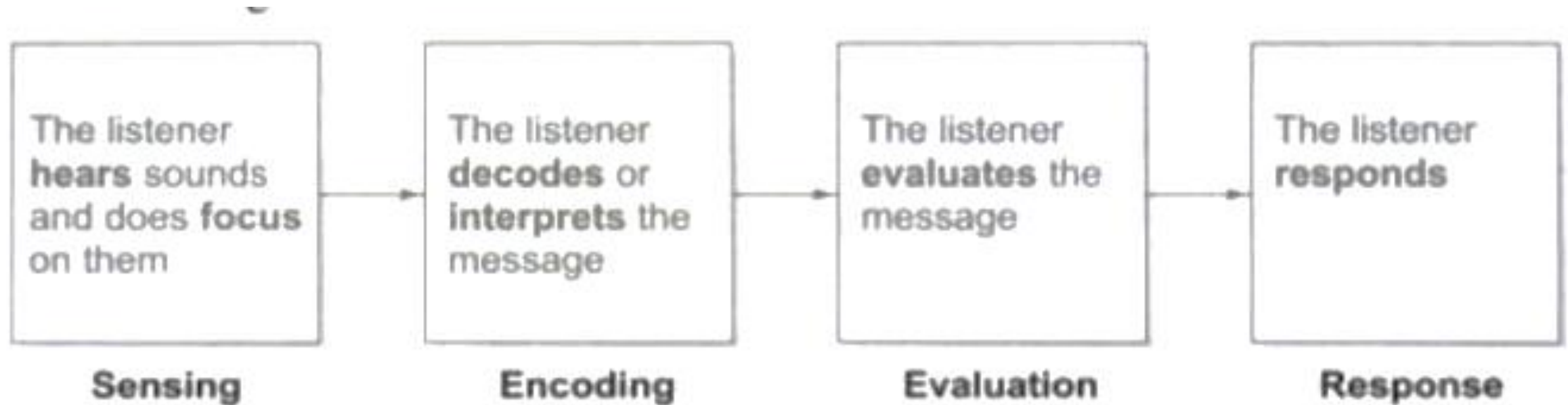
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# Subtopics

Listening process,  
hearing, and listening



# Listening Process

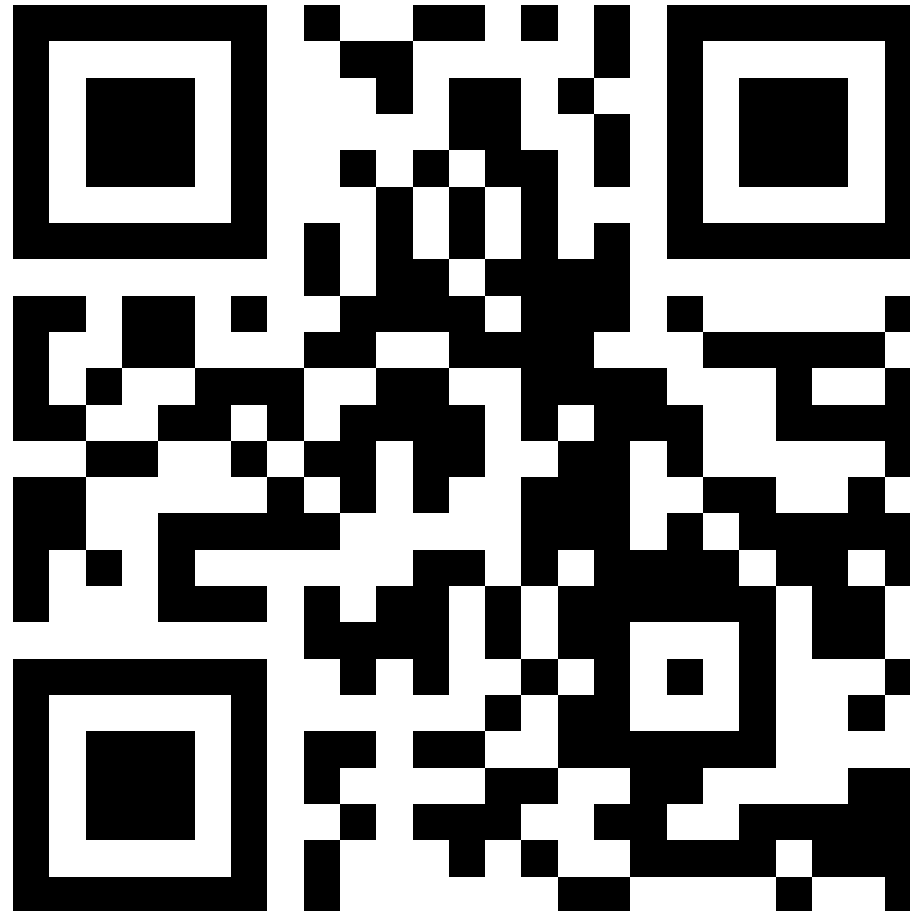


# Hearing and Listening

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<i>Listening</i>	<i>Hearing</i>
<ul style="list-style-type: none"><li>• voluntary</li><li>• requires conscious efforts</li><li>• active process</li><li>• the listener plays a very active part</li><li>• a two-way interactive process engaging the speaker and the listener</li></ul>	<ul style="list-style-type: none"><li>• involuntary</li><li>• happens automatically</li><li>• passive process</li><li>• the listener plays a passive part</li><li>• a one-way process</li></ul>

# Activity





# Takeaway

