

UNIT 1

TOPIC: LISTENING SKILLS

LECTURE 10

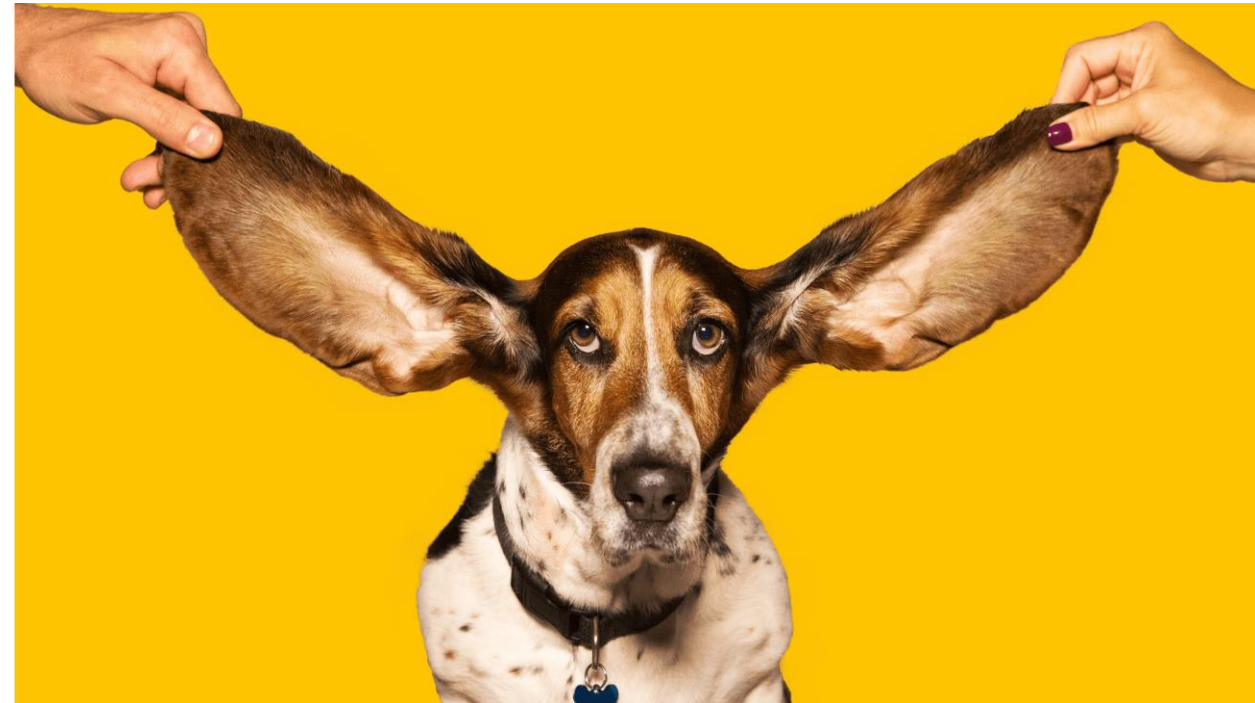
CO: HM002.1



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Subtopics

Listening to a telephone conversation, viewing model interviews (face-to-face, telephonic, and video conferencing) listening to situation-based dialogues, identifying the characteristics of a good listener



Activity

Go through the following statements and tick mark “True” or “False” against each:

- 1) I always speak softly on telephone. True () False ()
- 2) I switch off my cell phone or keep it on silent mode in cinema halls. True ()
False ()
- 3) I don't eat while speaking on the phone. True () False ()
- 4) Whenever I see a “missed call” on my cell phone, I immediately return the call.
True () False ()
- 5) I never phone a person at odd hours. True () False ()
- 6) I always greet any caller by saying “good morning” etc. True () False ()

Listening to a telephone conversation

We often get irritated when we receive too many telephone calls. It is also a known fact that we waste a great deal of time on the telephone.

Why do telephone calls sometimes irritate us? List five reasons for being irritated by phone calls:

Reasons:

- 1)
- 2)
- 3)
- 4)
- 5)

Listening to a telephone conversation

Convey all you want to say in clearly stated words.

Voice modulation and stress is important.

Choice of words becomes more critical here, where the listener may need to visualize what s/he is hearing merely from the description being given to her/him.

Since you cannot see the listener, you need to confirm if important information has been correctly heard and understood. You can do this by asking the person to repeat what you have said.

On the other hand, if you are the one receiving the information, you may need to confirm it by repeating it yourself.

Business conversations over the telephone are usually to-the-point. Hence, before having a telephonic business talk, you need to make sure that you note down, either mentally or on paper, every point you would like to cover and tick it as you go along.

Activity

Complete these sentences by choosing the missing words mentioned below:

after, back, calling, in, hold the line, moment, reach, ring up, see, checked, confirm, dialed, stand, phone, mobile, extension, bothered

i) Hello, who's this? ii) Just a, please. iii) I'll if she's here. iv) I'll get the information you want;, please. v) You asked me to when I was in town again. vi) Sorry, he's not at the moment. vii) You can him any evening six o' clock. viii) Well, I can ring later if it's convenient. ix) Isn't that 1421? That's what I, I think. x) No, this is the wrong; I'll put you on to the switchboard. xi) Sorry to have you. xii) He's not in the office at the moment. But I can try to find him on the xiii) This is how things at our end. I'm afraid there's nothing we can do about it. xiv) I've up on the prices you asked about. xv) Now I can the arrangements we made.

Telephonic Conversation

A typical telephone conversation usually has the following components: + •

- a) Greeting
- b) Warm up
- c) Purpose
- d) Closing

Telephonic Conversation Etiquette

- 1) Speak softly so that others around you do not get disturbed. + •
- 2) Do not telephone anyone at odd hours, unless very urgent.
- 3) Personal calls should not be made from office unless necessary.
- 4) Do not discuss personal matters on telephone from office.
- 5) Be brief on telephone.
- 6) Avoid speaking in your mother tongue from office.
- 7) Greet the caller, even if that person is a stranger.

Telephonic Conversation Etiquette

- 8) Do not terminate a call abruptly.
- 9) If you notice a missed call, phone that person at the earliest.
- 10) Do not make the caller wait inordinately.
- 11) If a person has been made to wait, inform the person the reason.
- 12) If you are transferring a call to another person, explain the reason for doing so.
- 13) Check with the person, if s/he can hear you properly, if you feel there is a problem.
- 14) Do not eat or drink while speaking on the phone.

Characteristics of a Good Listener

- 1) Facial expressions, gesticulations and visual aids are some of the tools that⁺ help understanding in a face-to-face conversation.●
- 2) Choice of words is more critical in a telephone conversation as the speakers can't see each other or use any visual aids and gestures. The listener often must visualize something from hearing a description of it.
- 3) Enunciate clearly, stress on important words, raise and lower pitch in the right place are some of the ways to use your voice more effectively.
- 4) Ensure that important information is correctly given and received, it is best for the listener to repeat it for confirmation.
- 5) Ensure that nothing of importance is left out of a business telephone conversation by preparing for it in advance by noting down all the points that need to be addressed / asked

Takeaway

