

# UNIT 1

## TOPIC: LISTENING SKILLS

### LECTURE 1

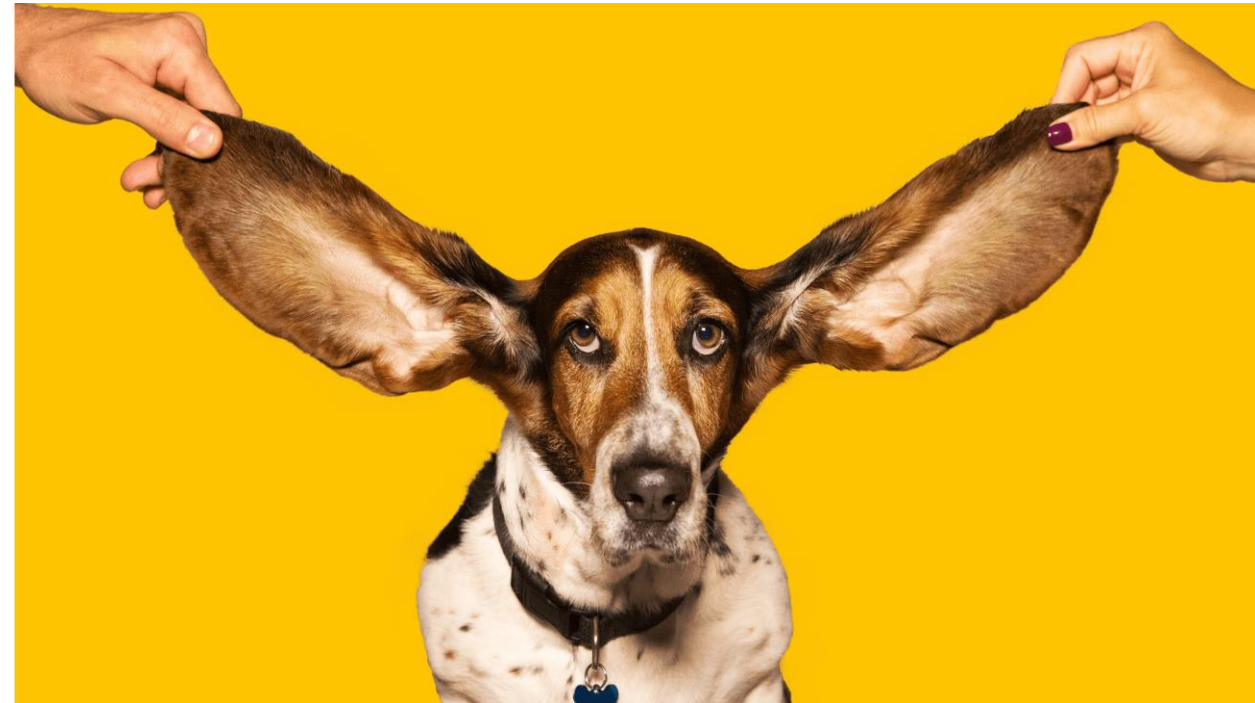
#### CO: HM002.1



Avila Naik

# Subtopics

Listening process and  
practice - exposure to  
recorded and structured  
talks



# Listening Process



**“One of the sincerest forms of respect is actually listening to what another has to say.”**

**Byrant McHill**

*Human potential thought leader, international bestselling author, activist, and social entrepreneur and one of the world's top social media influencers reaching a billion people a year*

# Stages in the listening process

The stages of the listening process are

***RECEIVING***

***INTERPRETING***

***RECALLING***

***EVALUATING***, and

***RESPONDING***

# Activity

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[https://www.ted.com/talks/julian treasure 5 ways to  
listen better?language=en](https://www.ted.com/talks/julian_treasure_5_ways_to_listen_better?language=en)

[https://boisestate.pressbooks.pub/makingconflictsuckl  
ess/chapter/listening-process/](https://boisestate.pressbooks.pub/makingconflictsuckless/chapter/listening-process/)

# Checkpoint

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Listening tests have shown that the average person can remember only 50 percent of what they have heard immediately afterwards, and only about 25 percent two months later.

Worse still, another study has shown that only 10 percent of the original message remains after three days!

# Checkpoint

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One study showed white-collared workers spent their day, by logging them at intervals of 15 minutes over a 2-month period, discovered that seven out of every ten minutes awake were spent in some form of communication activity. It broke down like this:

9%: Writing

30%: Speaking

16%: Reading

45%: Listening

A person spends 45 percent of all communicating time listening and about 31.5 percent of all time awake listening

# Ponder

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## Were you taught to listen?

It is said that unless somebody listens to the message and understands it,  
there is no communication, only noise



# Takeaway

