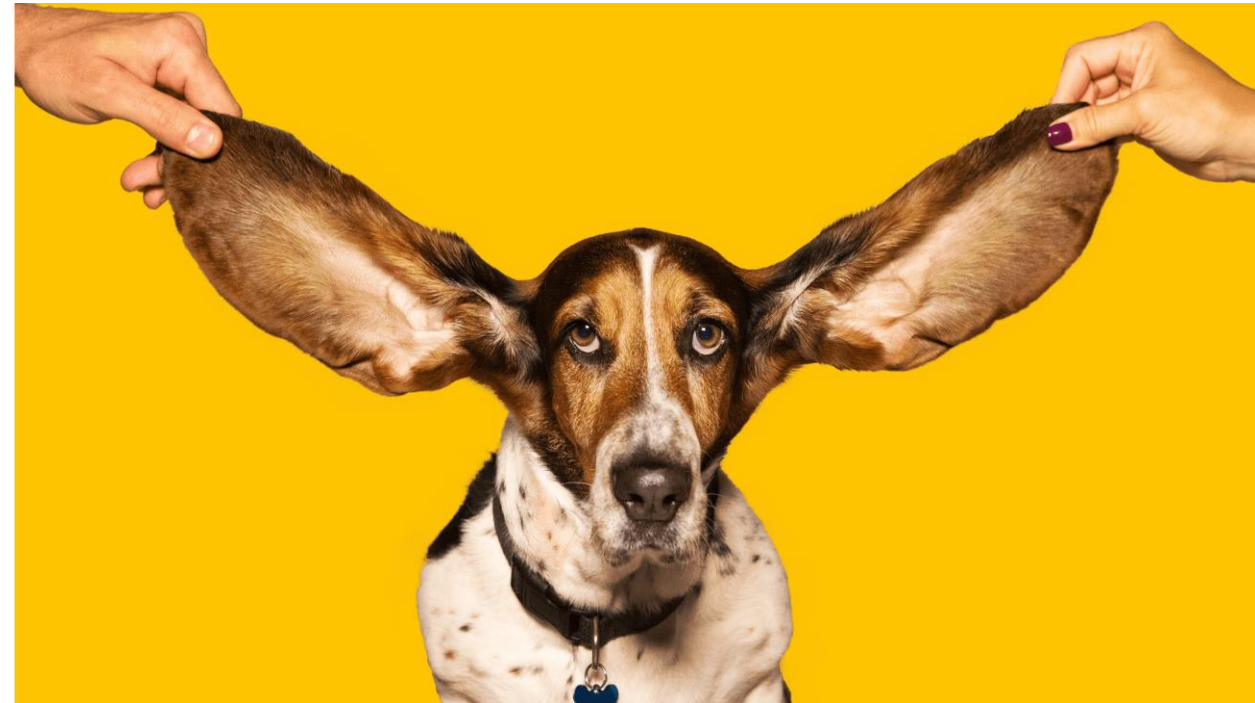# UNIT 1
TOPIC: LISTENING SKILLS
LECTURE 8
CO: HM002.1

Avila Naik

Subtopics

Speech decoding, Oral discourse analysis, Effective listening strategies, listening in conversational interaction

Stages in the listening process

The stages of the listening process are

RECEIVING

INTERPRETING

RECALLING

EVALUATING, and

RESPONDING

Speech Decoding

Encoding occurs when the sender begins to formulate the message.

The receiver of the message goes through her/his own process in order to make sense of incoming messages. This process is known as **decoding.**

Decoding begins once the message has been received.

The receiver or **listener** must be able to deduce meaning from the words and phrases used so that the person can **literally "break the code " and interpret the message correctly** .

Receivers can usually interpret the message without any complicated processing, if the code used to create the message has a common meaning between sender and receiver.

When the sender uses terms that are unfamiliar to the receiver or sends the message in a language unknown to the receiver, it can become more difficult if not impossible -to decode the message.

Oral Discourse Analysis

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- Oral discourse is information that is given as spoken words and has a purpose, while written discourse is written words that have a specific subject or structure for the purpose of the written statement.

Getting the Message Across: Decide which discourse to use

Discourse is a term used to explain the transfer of information from one person to another.

Discourse can happen either orally—through spoken language—or in written format.

Oral discourse is communication or transfer of information using words that are spoken.

For oral discourse to happen, someone must be speaking either in conversation or through oral delivery of information, such as in a lecture or presentation.

Oral discourse lends itself to the use of speech acts, which are functions of communication that might include congratulating, ordering, demanding, promising, hinting, warning, or greeting.

Oral discourse often also contains discourse markers, such as words that create pause or separation of ideas (such as "well," "so," "anyway," or "you know").

Oral Discourse Analysis

Here are some positive characteristics of oral discourse:

Meaning is supported by nonverbal communication and other factors such as tone and intonation

It can be done spur of the moment

The audience is known to the one delivering the message

The pace of communication is generally determined by the speaker

More personable and involves a shared situation between speaker and listener

Oral Discourse Analysis

Here are some negative characteristics of oral discourse:

Words are often not given as much consideration before they are spoken

It is often less planned and contains less structure

There is a tendency to use words with fewer syllables and less complex sentences

Once delivered, it cannot be changed or taken back

The receiver of information must listen to the whole speech or presentation at once in order to get full meaning

Oral information is only permanent if it is continuously passed from one person to the next

Effective Listening Strategies

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What is the six effective listening strategies?

The six facets of effective listening are:

1) paying attention,

2) monitoring for non-verbal communications,

3) paraphrasing and repeating back,

4) making no assumptions,

5) encouraging the communicator to speak and,

6) visualizing the message, you're receiving.

Effective Listening Strategies

Strategy	Practical Application
Use non-verbal communication	• Be aware of what you communicate with your body - your posture and expressions can convey your attitudes • Use body language to show the speaker that you are engaged in the conversation and open to hearing (e.g., face the speaker; make eye contact)
Recognize your own prejudices	• Be aware of your feelings toward the speaker • If you are unsure about what the speaker means, ask for clarification instead of making assumptions
Listen to understand the underlying feelings	• Use your heart as well as your mind to understand the speaker • Notice how something is said as well as the actual words used
Do not interrupt	• Be sure to think carefully before you speak • As a listener, your job is to help the speaker express themselves
Do not judge the person	• A speaker who feels you are making judgments will feel defensive • Avoid making judgments and instead try to empathize and understand the speaker's perspective
Do not give advice	• Keep in mind that the best resolutions are those that people arrive at themselves, not what someone else tells them to do • If you feel it is appropriate, and only after you have encouraged the person to talk, offer some ideas and discuss them

Listening in Conversational Interaction

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Activity:

https://tpls.academypublication.com/index.php/tpls/article/download/1993/1671/6468

Takeaway

ALWAYS
LISTEN
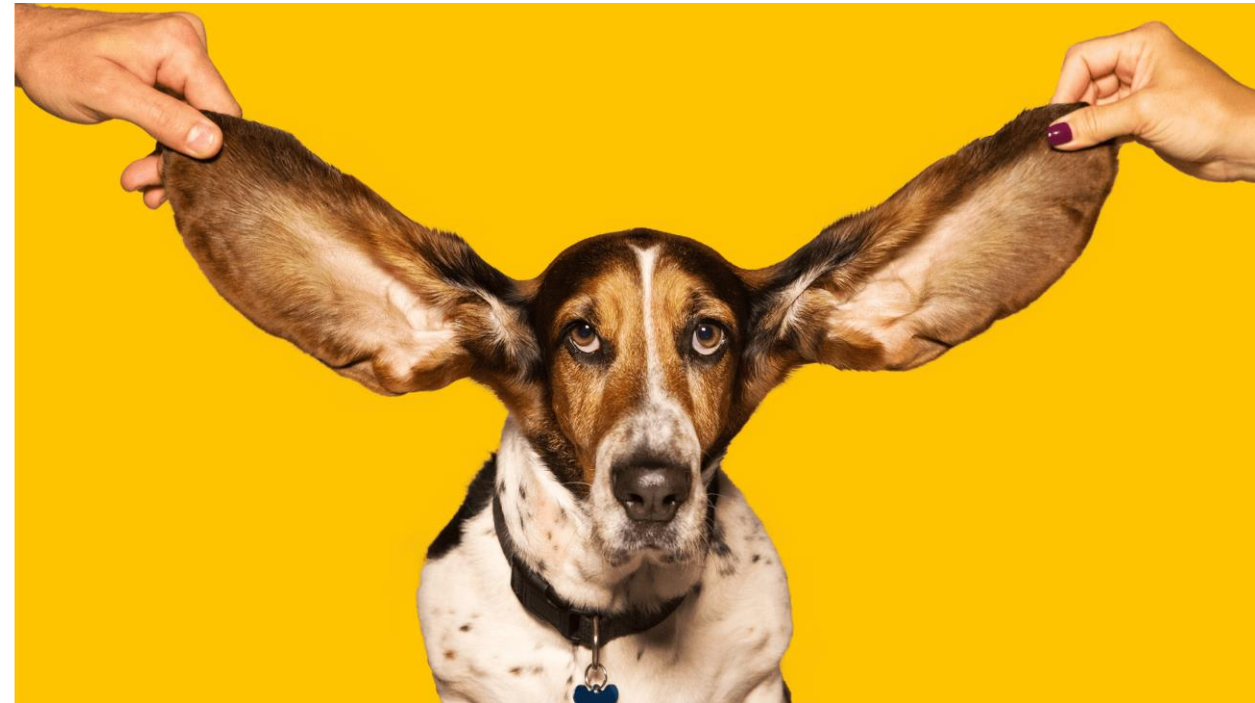FIRST

UNIT 1
TOPIC: LISTENING SKILLS
LECTURE 9
CO: HM002.1

Avila Naik

Subtopics

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Listening in structured talks, Pre-listening Analysis, Predicting, Links between different parts of speech

Listening to Structured Talks

"Structured Listening" takes the position that speaker and listener are sharing in an active, connected game, where each one wins only if the other goes away having accomplished something.

The techniques include:

Pre-listening Analysis

Predicting

Use of Background Knowledge

Intensive Listening

Ability to understand the links between different parts of speech

Pre-listening Analysis

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Pre-listening Analysis includes determining the purpose of listening and knowing the speaker or presenter

Pre-listening activities are things learners do before a listening activity in order to prepare for listening. These activities have various purposes, including pre-teaching or activating vocabulary, predicting content, generating interest and checking understanding of task.

Pre-listening tasks aim to deal with all of these issues: to generate interest, build confidence and to facilitate comprehension

Determining the Purpose

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• To determine what needs to be achieved by listening

Does the listener want to listen to the speaker to get a broad understanding of the topic of his/her interest?

Does he/she tend to obtain specific information?

Does he/she want to be aware of the opinions and reactions of the speaker to a specific situation or problem?

Does he/she want to understand specific instructions?

Knowing your Speaker

Another important aspect is analyzing the speaker.

If the listening knows the speaker well, he/she will be able to make appropriate adaptations for better understanding.

What is the background of the speaker?

Has the listener heard him/her before?

What are the qualifications that make him/her fit for the presentation?

Predicting

Predicting is a listening strategy for lecture comprehension

It is a process of guessing the information that one expects to receive during a lecture or a talk

The listener should be able to think ahead, hypothesize, and predict

Predictions are generally based on the title, sub-titles, visual aids used by the speaker at the beginning of the talk

Answers to the questions one has in mind before the talk will develop interest and motivation that are essential for effective listening

Use of background knowledge (recall related information)

Intensive Listening

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Listening to the introduction

Listening to the body

Listening to the conclusion

Understanding the links between different parts of speech

To understand the links between different parts of speech, one must recognize listening cues used by the speaker

Two types of techniques used by the speaker:

Prosodic Features: Includes pauses, stress, intonation, and rhythm patterns

Syntactic Features: Includes grammatical structures such as subordinate clauses, noun complements, and so on to get the correct meaning

ORAL DISCOURSE MARKERS:

Signal Phrases: The next important point is….

Logical Connectors: As a result, Moreover, likewise, That's fine…

Transitional Signals: Visuals, Repetitions, Questions, Sequence, Flashback, Pauses…

Team Listening

Team listening involves:

Avoiding distractions, negative non-verbal signals and interruptions, while analyzing and noting important facts objectively and attentively

Suggestions to improve team listening skills:

Avoid distractions

Avoid negative non-verbal signals

Don't interrupt

Be involved

Recognize important facts

Be objective

Make notes

Takeaway

ALWAYS
LISTEN
FIRST