

Branch Name = Computer Science & Engineering

Course Name = BCA

Name of Unit = Listening Skills

Course Code = BCA03210

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Activity Number = 4

Summary

Unit - 4

* Listening Skills

Listening is the ability to accurately receive and interpret messages in the communication process. Listening is key to all effective communication.

⇒ Good listening skills also have benefits in our personal lives, including: a greater number of friends and social networks, improved self-esteem and confidence, higher grades at school and in academic work and even better

health and general well-being.

=> Listening, however, requires more than that:

It requires focus and concentrated efforts, both mental and sometime physical as well.

=> Listening is not passive process. In fact, the listener can, and should, be at least as engaged in the process as the speaker.

★ The Purpose of listening

There is no doubt that effective listening is an extremely important life skill.

Listening serves a number of possible purposes, and the purpose of listening will depend on the situation and the nature of communication.

1. To specially focus on the messages being communicated, avoiding distraction and preconception.
2. To critically assess what is being said.
3. To show interest, concern and concentration.
4. To develop an ~~selfness~~ ^{selfless} approach, putting the speaker first.
5. To arrive at a shared and agreed understanding and acceptance of both side views.

★ Problem Solving

Problem solving include four key skills:-

1. Defining the problem.
2. Coming up with alternative solution
3. Making a decision about which solution to use, and
4. Implementing that solution.

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⇒ The skills required for rational problem-solving include:-

- defining and identifying problem.
- personal goal-setting
- creative thinking
- Investing idea and solutions
- Decision-Making
- Action planning, project Management and solution Implementation.

★ Five - Methods for Managing Conflict

1. Accomodation
2. Compromise
3. Avoidance
4. Competition
5. Collaboration.

★ Activity During class

We are given with some situations on which we have to give our ideas, suggestions and in some we have to make decisions too.