

University of Human Development



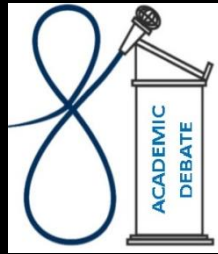
Academic Debate

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CHAPTER 3 SPEAKING & LISTINING SKILLS

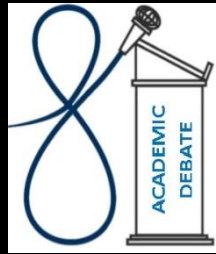
OUTLINE



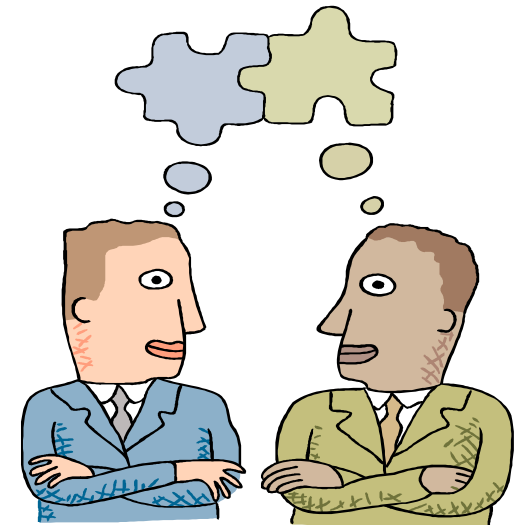
- Some Fast Facts About Listening
- What is hearing & listening
- The listening process
- Four types of listening
- Barriers to effective listening
- Features Of Speaking
- The Needs Of The Speaker...
- Barriers To Listening
- Bad Listening Habits
- Active Listening Steps: Listen, Question, Reflect-paraphrase



Some Facts first!



- We listen at 125-250 wpm, think at 1000-3000 wpm.
- 75% of the time we are distracted, preoccupied (deep in thought) or forgetful.
- 20% of the time, we remember what we hear.
- Less than 2% of people have had formal education with listening.

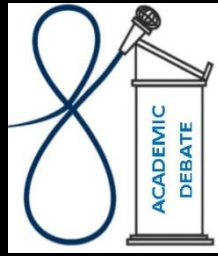


What Is Hearing?

Hearing

- Hearing is **one of the five senses of a person** and it is the ability to perceive sound by detecting vibrations through an organ such as the ear.
- **Hearing occurs even in sleep**, where the ear processes the sounds and passes them on to the brain, but the brain does not always react to the sound. It is such a passive quality it can lead to misunderstandings!
- Hearing occurs with or without your permission.





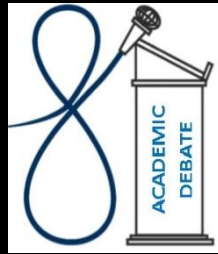
What Is Listening?

Listening:

1. Listening goes far beyond our natural hearing process, also known as '**Active Listening**' is a technique used in communication which requires a person **to pay attention** to the speaker and **provide feedback**.
2. Listening requires **concentration**, deriving meaning from the sound that is heard **and reacting to it**.
3. Listening is a process of **communication**, where if the person is not listening it can cause a break in communication.



What is This?



The Listening Process

1. **Sound**
2. **Attention**

- Selective Attention

- Automatic Attention

3. **Working Memory**

- Short-Term Memory
- Long-term Recall/Memory



Stage 1
Receiving



Stage 2
Understanding



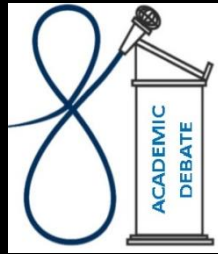
Stage 2
Remembering



Stage 2
Evaluating



Stage 5
Feedback



Four Types Of Listening

1. Active Listening
 - Listening with a purpose



Four Types Of Listening

1. Active Listening
2. Reflective (Empathetic) Listening

Reflective Listening is:

Paying attention to another person

Listening with a purpose

and attempting to understand them



Four Types Of Listening

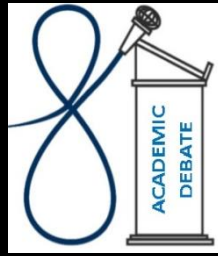
1. Active Listening
2. Reflective Listening
3. Critical Listening
 - Evaluating the accuracy, meaningfulness, and value of the speaker's message



Four Types Of Listening

1. Active Listening
2. Reflective Listening
3. Critical Listening
4. Listening for Enjoyment
 - Hearing and processing relaxing, fun, or emotionally stimulating information





Barriers To Listening

- Noise

- Physical distractions = Physical distractions, noise, look of a room or individual, temperature, etc.
- Mental distractions = Communication with ourselves while we are engaged in communication with other
- Factual distractions = We listen only for facts then the main idea!



The Needs of the speaker

- To be **recognized** and **remembered**
- To feel **valued**
- To feel **appreciated**
- To feel **respected**
- To feel **understood**
- To feel **comfortable** about a want or need



Barriers To Listening

- Uninteresting Topics
- Speaker's Delivery
- External Distractions
- Mentally Preparing Response
- Listening for Facts
- Personal Concerns
- Personal Bias
- Language/Culture Differences
- Faking Attention

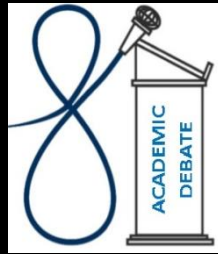


Bad Listening Habits

- Criticizing the subject or the speaker
- Listening only for facts
- Not taking notes OR outlining everything
- Creating distractions
- Letting emotional words block message
- Wasting time difference between speed of speech and speed of thought



Factors That Help To Become A Better Listener



- Sender credibility
- Positive attitude
- Concentration
- Question-answer sequences
- Listen and think critically
- Use verbal & nonverbal communication effectively



Active Listening Skills

- We cannot learn anything from others if we try to do all the talking.
- Let speakers finish out their own sentences and concentrate on the speaker's words
- Make verbal responses
- Summarize parts of what has been said when clarity is needed.



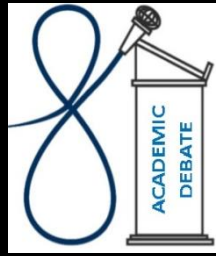
Active Listening Requires 4

- Definite Intent to Listen
- Focus on the Speaker
- Verbal and Non-Verbal Encouragers
- Feedback Loop to Insure Accuracy



Active Listening

STEP 1: LISTEN

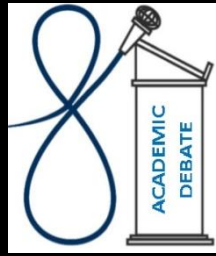


- To Feelings As Well As Words
 - Words – Emotions --
- Focus on Speaker
 - Don't plan, speak, or get distracted
- What Is Speaker Talking About?
 - Topic? Speaker? Listener? Others?
- Look At Speaker
- Use Verbal & Non-Verbal Encouragers



Active Listening

STEP 2: QUESTION

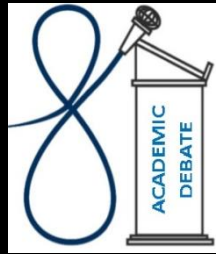


- 3 Purposes
 - Demonstrates you are listening
 - Gather information
 - Clarification
- Open-ended
 - Tell me more?
 - How did you feel?
 - Then what happened?



Active Listening

STEP 3: REFLECT – PARAPHRASE



- Reflect What Is Said (In your words)
- Reflect Feelings
- Reframe
 - Capture the essence of the communication
 - Remove negative framing
 - Move toward problem solving



Whole Body Listening

ears are
listening

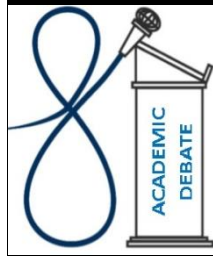
eyes are
looking

hands
are down
and still

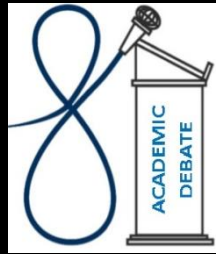
feet are
down
and still



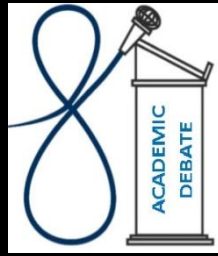
I am proud when I use
Whole Body Listening!



Speaking Skills



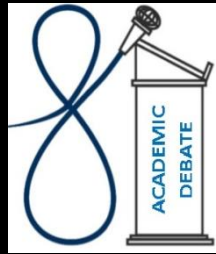
OUTLINE



- What is speaking
- Types of speaking
- Speaking Skills And Barriers
- Speaking skills
- Tips to become a Good Speaker
- Factors That Help
- Patronizing!



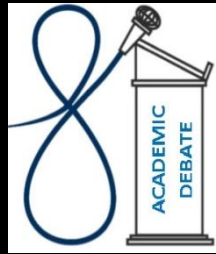
What Is Speaking?



1. Delivery of information verbally
1. Expression of thoughts
2. Expression of feelings
3. Expression of ideas



Types Of Speaking



- Informal Speaking
 - Formal Speaking
 - Group Discussion
 - Meeting & Conference
 - Public Speaking & Presentations
 - Job Interview
-
- Facial Expressions
 - Eye Contact
 - Body Languages



Speaking Skills And Barriers

1. **Physical Barriers** = distance, health, dialect..etc.
2. **Emotional Barriers** = Common emotions, such as anger, love, joy, disappointment, all create emotional barriers that negatively affect communication.
3. **Language Barriers**= unfamiliar accents or do not have the same level of ability in a language...etc.
4. **Cultural Barriers** = Different cultures
5. **Gender Barriers**= have become less of an issue lately but there is still the possibility to misunderstand each other
6. **Interpersonal Barriers** = Not convinced, negative emotions, low self-esteem & lack of commitment



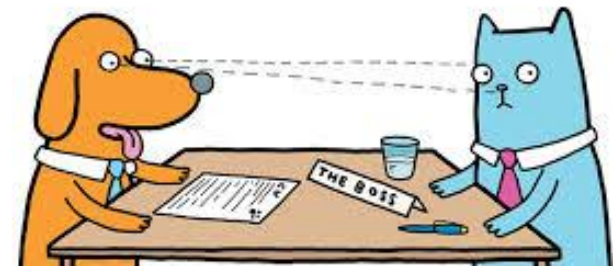
Speaking Skills

- Know what you want to say
- Control fear
- Stop talking and listen
- Think before you talk
- Believe in your message
- Repeat major points
- Find out what your listener wants

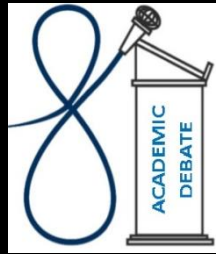


Tips to become a Good Speaker

- **Clear speaking language** so they can understand what you're saying
- **Suitable body language** – open and non threatening
- **Positive facial expression** – smiling
- **Listening** – taking in with what people are saying
- **Eye contact** – so you know that people are engaged
- **Posture** – sat up straight
- **Sound** – no swearing



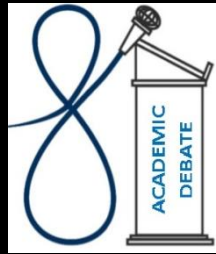
Factors That Help



- Have a point and stick to it
- Adjust your speech for your audience
- Jargon is a special way to use words that are shared only by a certain group of people
- Acronyms: ASAP (or A.S.A.P.) stands for "as soon as possible"
- Don't use one tone the entire speech
- Speak Up
- Be polite
- Don't patronize



Don't Patronize ONE!



patronizing

If you are **patronizing**, you tend to speak down to others, acting as though you are smarter, classier, or just plain better than anyone else. For the record, your snobby attitude is not impressing anyone.



At the End

