Reflection

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As a listener I felt that that by using poor listening skills disrupted the level of engagement given and it disrespected the speaker. Poor listening skills used were looking away from the speaker, turning my back on them ,playing and or being distracted by a mobile phone or laptop/ computer and interrupting the speaker and trying to purposefully change the subject. By acting in this manner, it also disrupted the speaker by changing the way the speak to make the script finish faster and miss important facts and opinions. This led to the facts and opinions in the script hard to pick apart and identify with most of the speech being mixed and not much of the information being registered. By using poor listening skills it made it difficult to receive the information from the speaker. As a speaker I felt that the listener was very engaged to what I was saying by using active listening skills. These included head nods, hand on chin, slight lean forward and the occasional hand gesture to keep speaking. This made it feel like I could put more emphasis on certain words, and I don’t need to rush what I was saying to improve the script. This improved the way I spoke because of the listening skills. From this activity and the way it made me feel both as a listener and a speaker I will make slight adjustments my speaking or listening behaviours. As a listener I will improve the amount of gestures I use to indicate that I understand the information and that I am engaged to the speaker, and as a speaker I will increase the amount of gestures to increase the emphasis and to identify the level of engagement the listener has.