

PRACTICAL 4

LISTENING SKILLS WITH COMPREHENSIVE EXERCISES

Introduction: - Listening is the receiver's activity in oral presentation. It is one of the most important skills in communication. Any interaction with others depends for the success on the ability to listen. It is a process that involves at least two parties- the speaker and the listener. It is an emotional as well as intellectual activity. The higher your position in an organization, the greater will be your listening responsibility. That is why it is said that good listening is as much hard work as good speaking. Listening skills can be improved by understanding the following steps involved in the process of listening.

The listening process:

Attending: Message is received or heard and gets attention.

Perceiving: Message is given meaning.

Interpreting: Message is given meaning and meaning is matched with sender.

Responding: Feedback or action occurs.

Types of Listeners:

Non Listener: He does not hear the speaker at all. These individuals are seen as insensitive and non-understanding.

Marginal Listener: This person hears the words but not the meaning and intent. He/she evades difficult or technical discussions and tends to listen only to the data and the bottom line, not the main ideas.

Evaluative Listener: This refers to the person who evaluates the message strictly on the basis of the words said, totally ignoring the message conveyed by the speaker's body language. This is the level of listening that people employ in most conversations.

Active Listening: This person focuses on understanding the speaker's point of view. This is the most comprehensive and powerful level of listening.

Reasons for poor listening: (Barriers)

- 1 Weak language proficiency
- 2 Difficult physical conditions
- 3 Non serious conditions
- 4 Lack of interest
- 5 Antipathy towards the speakers
- 6 Lack of confidence.
- 7 Impatience
- 8 Strong convictions

Active Listening Techniques (Tips to improve listening)

- 1 Open question
- 2 Summarizing
- 3 Reflecting
- 4 Clarifying