

WEEK 5

LISTENING SKILLS

Topics:

- Faults in listening
- Purposes in listening
- Results of good listening

Learning Outcomes:

- To have knowledge on different types of listening
- To improve their listening skill

Activity:

- Listening activities



A. THE LISTENING PROCESS

There are six stages of the listening process.

1. **Receiving** → Physically hear the message and take note of it.
2. **Interpreting** → Infer the speaker's meaning, based on your own experiences and expectations.
3. **Remembering** → Store the message for future reference.
4. **Evaluating** → Consider the points mentioned and assess their importance.
5. **Responding** → React by giving verbal feedback or nods or sounds of agreement.
6. **Acting** → Put all promised action in writing as to avoid any misunderstandings.

B.I. BARRIERS TO EFFECTIVE LISTENING

i) **Pre-judgement**

- Listeners jump to conclusions or close their mind to new information that does not agree with their beliefs. Try to keep an open mind.

ii) **Selfishness**

- The listener believes he/she knows more than the speaker by belittling the speaker's comments.

iii) **Selective listening**

- Listeners let their minds drift around all over the place. They tune out until they hear something attractive.

B.II DIFFERENCE BETWEEN A GOOD LISTENER AND A BAD ONE

A bad listener

- 👎 Is easily distracted.
- 👎 Day dreams.
- 👎 Fakes attention.
- 👎 Tunes out drier subjects.
- 👎 Tunes out if delivery is poor.
- 👎 Tends to argue.
- 👎 Reacts to emotions.

A good listener

- 👍 Makes the most of the opportunity.
- 👍 Fights distractions.
- 👍 Makes an effort to concentrate.
- 👍 Uses body language to show attention.
- 👍 Asks 'what's in this for me?'.
- 👍 Considers the facts and data.
- 👍 Forgives delivery errors.
- 👍 Interrupts only to clarify.
- 👍 Is not obsessed with emotional words.



C. TECHNIQUES FOR EFFECTIVE LISTENING

- i) Prepare to listen.
- ii) Avoid pre-judgement.
- iii) Be open-minded.
- iv) Establish eye contact.
- v) Don't interrupt.
- vi) Watch for signals.
- vii) Judge content, not delivery.
- viii) Extract key points.
- ix) Give feedback.
- x) Block out distractions.