

Lecture 2

Listening

Hearing vs. listening

- Hearing is a psychological process involving the vibration of sound waves on our eardrums and the firing of electrochemical impulses from the inner ear to the central auditory system of the brain.
- Listening involves paying close attention to and making sense of what we hear.
- Even when we think we are listening carefully, we usually grasp only 50 percent of what we hear.

Importance of listening.

- In the communication-oriented age, listening is more important than ever.
- Effective listeners hold higher positions and are promoted more often than people who are ineffective listener.
- Listening is number one communication skills that business managers feel crucial to their jobs.
- Students with higher grades are usually those with strongest listening skills.

- Listening is also important to you as a speaker.
- It can be the way you get most of your ideas and information, from television, radio, conversation and lectures.
- During 95 percent of the time when you are not speaking, you have nothing else to do but listen and learn.

Listening and critical thinking

- There are FOUR types of listening
 - **Appreciative listening**
 - **Empathic listening**
 - **Comprehensive listening**
 - **Critical listening**

FOUR causes of poor listening

- **Not concentrating**
- **Listening too hard**
- **Jumping to conclusions**
- **Focussing on delivery and personal appearance**

How to become a better listener

- **Take listening seriously**
- **Resist distractions**
- **Do not be diverted by appearance or delivery**
- **Suspend judgement**
- **Focus your listening**
- **Develop note-taking skills**

Summary

- Improving your listening skills can be helpful in every part of your life, including speechmaking.
- Best speakers are often the best listeners.
- Most of the important cause of poor listening is giving in to physical and mental distractions.

- To overcome poor listening habits:
 - Take listening seriously.
 - Resist distractions and make a conscious effort to keep your mind on what the speaker is saying.
 - Do not try to be diverted by appearance or delivery.

- Suspend judgements until you have heard the speaker's entire message.
- Focus your listening by paying attention to main points, evidence, and speaker's techniques.
- Finally develop note-taking skills to improve concentration and to keep track of a speaker's ideas.