



SNS COLLEGE OF ENGINEERING

Kurumbapalayam (Po), Coimbatore – 641 107



AN AUTONOMOUS INSTITUTION

Accredited by NBA – AICTE and Accredited by NAAC – UGC with 'A' Grade
Approved by AICTE, New Delhi & Affiliated to Anna University, Chennai

LISTENING

The art of conversation lies in listening - Malcolm Forbes

Listening is one of the most important skills you can have. How well you listen has a major impact on your job effectiveness, and on the quality of your relationships with others.

- We listen to obtain information.
- We listen to understand.
- We listen for enjoyment.
- We listen to learn.

Clearly, listening is a skill that we can all benefit from improving. By becoming a better listener, you will improve your productivity, as well as your ability to influence, persuade and negotiate. What's more, you'll avoid conflict and misunderstandings.

The way to become a better listener is to practice "active listening." This is where you make a conscious effort to hear not only the words that another person is saying but, more importantly, try to understand the complete message being sent.

In order to do this you must pay attention to the other person very carefully.

Becoming an Active Listener

There are five key elements of active listening. They all help you ensure that you hear the other person, and that the other person knows you are hearing what they say.

1. Pay Attention

Give the speaker your undivided attention, and acknowledge the message. Recognize that non-verbal communication also "speaks" loudly.

- Look at the speaker directly.
- Put aside distracting thoughts.
- Don't mentally prepare a rebuttal!
- Avoid being distracted by environmental factors. For example, side conversations.
- "Listen" to the speaker's body language.

2. Show That You're Listening



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Use your own body language and gestures to convey your attention.

- Nod occasionally.
- Smile and use other facial expressions.
- Note your posture and make sure it is open and inviting.
- Encourage the speaker to continue with small verbal comments like yes, and uh huh.

3. Provide Feedback

Our personal filters, assumptions, judgments, and beliefs can distort what we hear. As a listener, your role is to understand what is being said. This may require you to reflect what is being said and ask questions.

- Reflect what has been said by paraphrasing. "What I'm hearing is," and "Sounds like you are saying," are great ways to reflect back.
- Ask questions to clarify certain points. "What do you mean when you say." "Is this what you mean?"
- Summarize the speaker's comments periodically.

Respond Appropriately

Active listening is a model for respect and understanding. You are gaining information and perspective. You add nothing by attacking the speaker or otherwise putting him or her down.

- Be candid, open, and honest in your response.
- Assert your opinions respectfully.
- Treat the other person in a way that you think he or she would want to be treated.

INTRODUCING LEARNERS TO GENERAL INTENSIVE ENGLISH:

GIE covers speaking, listening, reading and writing skills, naturally including grammar and vocabulary. The main emphasis of GIE is on practical communication to build up your vocabulary and help to develop fluency and confidence. GIE helps us to **use the language more effectively**. This will help us to

- communicate much more confidently
- speak more accurately and fluently
- improve your grammar
- increase your vocabulary
- be able to socialize in English more effectively
- have an increased chance of success if you later take an examination course
- be much better able to study on our English for University course, if that is your aim
- be able to get, and succeed in, a job which needs English



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- **Expand** your active vocabulary - giving you the key words and phrases you need to talk about a variety of topics covered in your course
- **Revise** and extend the grammar points and to extend your knowledge of grammatical points covered in your course
- **Give** speaking and writing practice of the grammar points covered in your course;
- **Develop** your confidence and ability in speaking skills – focusing at different times on fluency and accuracy
- **Help** to improve all aspects of your pronunciation (stress, intonation, phonemes and connected speech)
- **Improve** your reading skills – both for gist, specific detail and pleasure
- **Evolve** your listening skills – both for general and specific information
- **Increase** your general writing skills – focusing on sentence, paragraph and overall structure
- **Give** you the opportunity to learn more about the places to be visited on school trips
- **Test** regularly
- **Provide** an Individual Learning Plan (ILP) and regular reports and an initial tutorial

Web links:

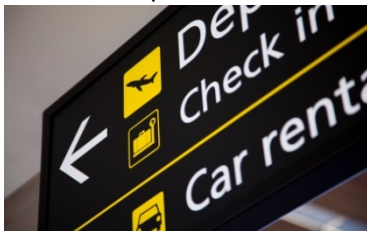
<http://www.wikihow.com/Develop-Listening-Skills>

<http://www.bbc.co.uk/skillswise/topic/types-of-listening>

<http://www.wikihow.com/Learn-a-Language-by-Listening-to-the-Radio>

Activity Based Learning:

A short series of activities designed to provide students with essential vocabulary and listening practice to help them communicate in English at an airport. In this lesson, students will listen to someone



checking in at an airport. They will predict vocabulary, listen to the conversation and role-play the dialogue to practice their speaking skills. There are also suggestions for developing the theme of travel to practice specific areas of grammar.

- **Travelling abroad:** Students should listen to the five airport announcements and transcript the same as a conversation.