

LISTEN
ING



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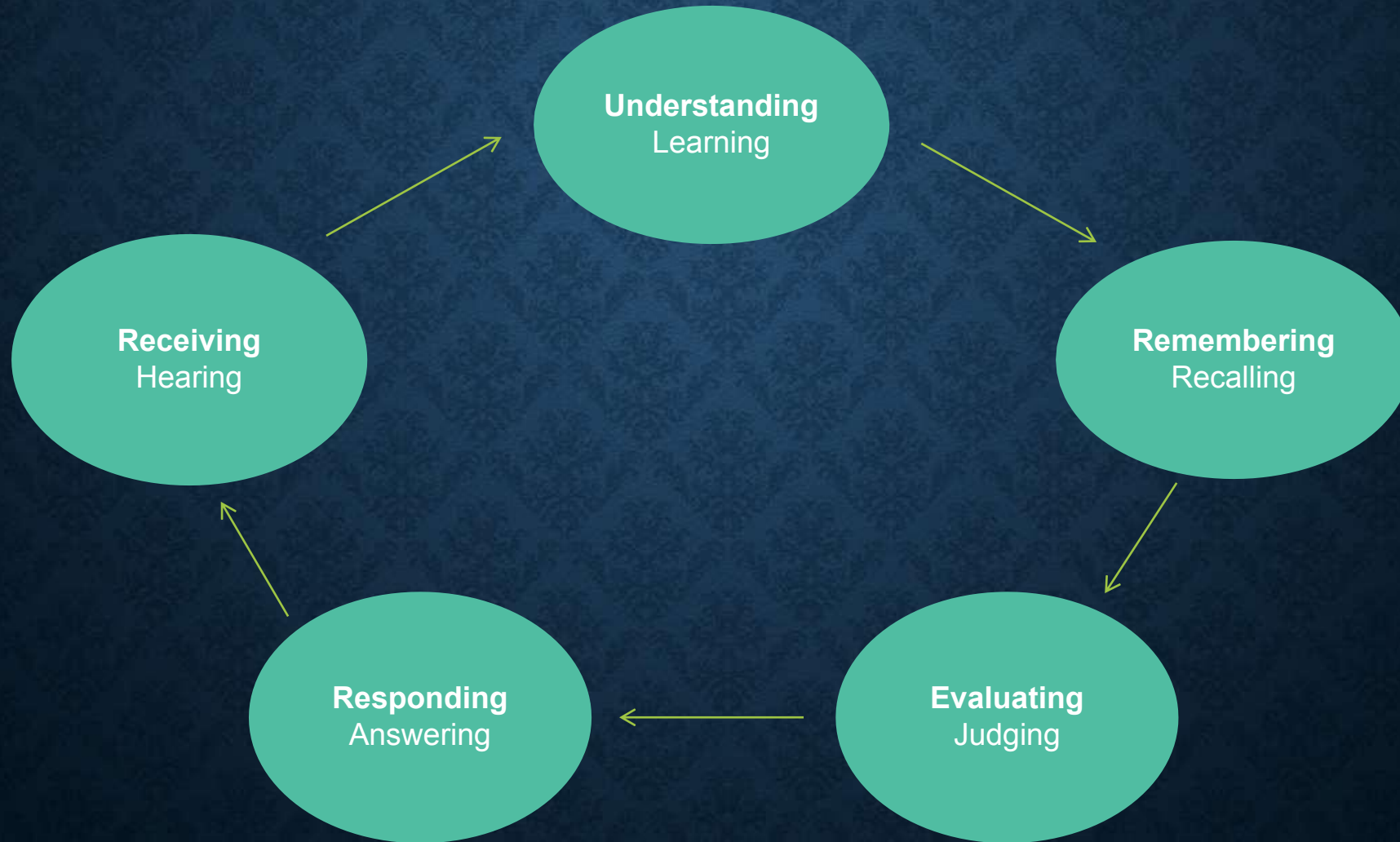


DEFINITION

Listening is the active process of receiving and responding to spoken (and sometimes unspoken) messages.



PROCESS OF LISTENING



PROCESS OF LISTENING

1. Receiving

It refers to the response caused by sound waves stimulating the sensory receptors of the ear.



PROCESS OF LISTENING

2. Understanding

It is the stage at which you learn what the speaker means



PROCESS OF LISTENING

3. Remembering

It is important listening process because it means that an individual has not only received and interpreted a message but has also added it to the mind's storage bank.



PROCESS OF LISTENING

4. Evaluating

It consists of judging the messages in some way. At times you may try to evaluate the speaker's underlying intentions or motives.



PROCESS OF LISTENING

5. Responding

This stage requires that the receiver complete the process through verbal and/or nonverbal feedback.



TYPES OF LISTENING

- Appreciative Listening
- Emphatic Listening
- Comprehensive/Active Listening
- Critical/ Analytical Listening

TYPES OF LISTENING

- **Appreciative Listening**

listening for pleasure and enjoyment.

- listen to music, to a comedy routine

Describes how well speakers choose and use words, use humor, ask questions and tell stories.

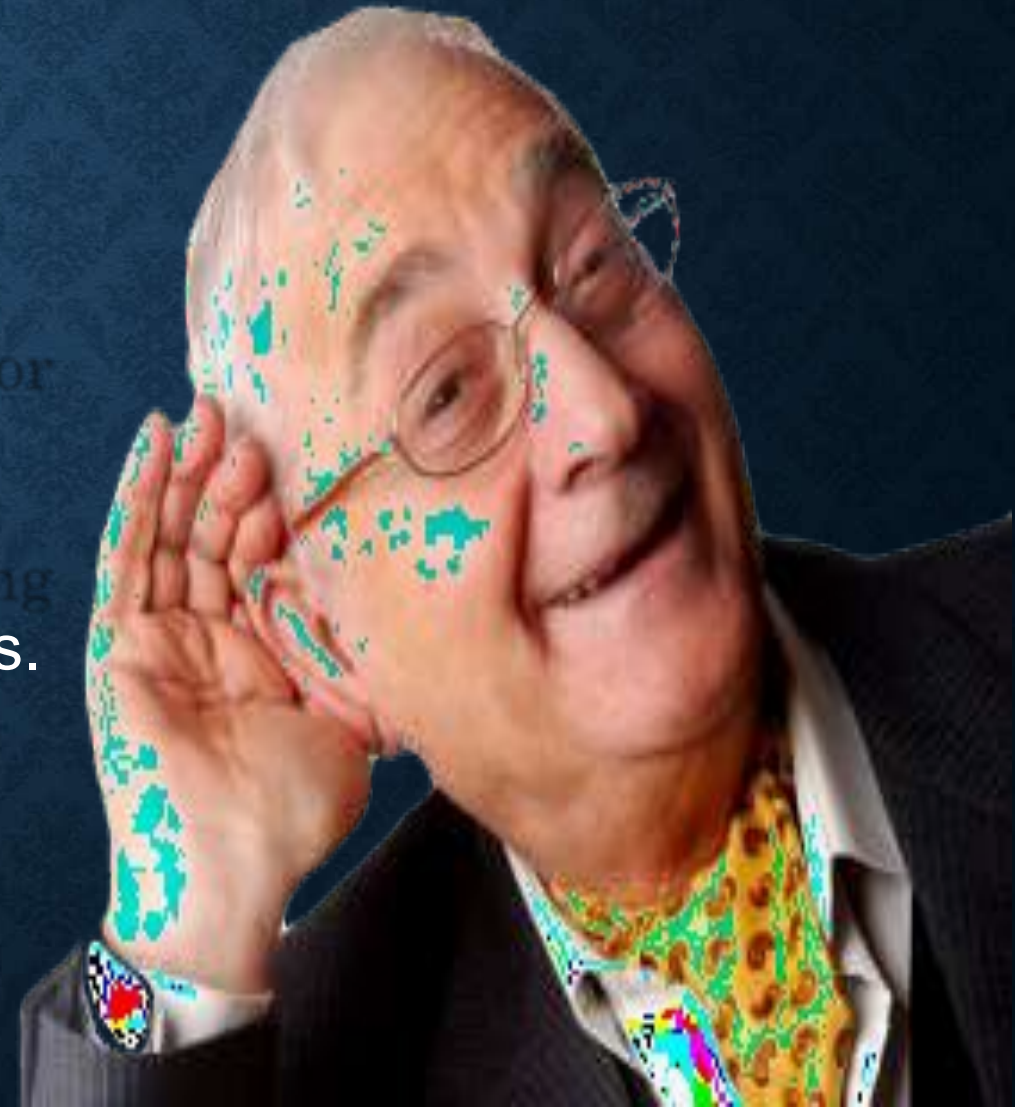


TYPES OF LISTENING

- **Emphatic Listening**

listening to provide emotional support for the speaker.

focuses on understanding and identifying with a person's situation, feelings.



TYPES OF LISTENING

- **Active Listening**

listening to understand the message of a speaker.

- as when we attend a classroom lecture

focuses on accurately understanding the meaning of the speaker's words.



TYPES OF LISTENING

- **Critical Listening**

listening to evaluate a message for purposes of accepting or rejecting it.

- sales pitch of a used-car dealer

focuses on evaluating whether a message is logical and reasonable.



LISTENING V/S HEARING

Listening Hearing

- Physical & Mental process
 - Active
 - learned process
- Physical process
 - Passive
 - Natural

OBJECTIVE QUESTION

1. *Listening is a*
 - a. complex process that involve steps
 - b. natural habit
 - c. physiological process that occurs
 - d. reflex

2. *The responding steps of listening*
 - a. is nonverbal
 - b. can be verbal or nonverbal
 - c. is the result of remembering
 - d. is verbal

OBJECTIVE QUESTION

3. *Effective listening includes*

- a. bias
- b. filtering out points of disagreement
- c. confirming one's understanding of a message
- d. detailed criticism

4. *Nonverbal messages are*

- a. generally irrelevant to overall message meaning
- b. *attempts at manipulation and should be ignored*
- c. *often overestimated in importance*
- d. *important for a listeners to understand.*

OBJECTIVE QUESTION

5. *Which of the following does research show to be better listeners?*
- a. Women
 - b. American
 - c. All people are the same
 - d. Men

Answers : 1- a; 2- b; 3- c; 4- d; 5- c
c; ;

Thank you
for
listening!

