

THE LISTENING PROCESS BY JACS

ENG003 – SPEECH & ORAL COMM.

WHAT IS LISTENING?



What is Listening?

- the active process of receiving, constructing meaning from, and responding to spoken or non-verbal messages
- involves the ability to retain information, react emphatically, and appreciate to spoken or non-verbal messages
- primary way that we understand others, enrich our own lives, and learn important and vital information

Listening VS. Hearing

Hearing - physical process; natural; passive

Listening- physical & mental process; active; learned process; a skill

Listening is difficult!

You must choose to participate in the process of listening.

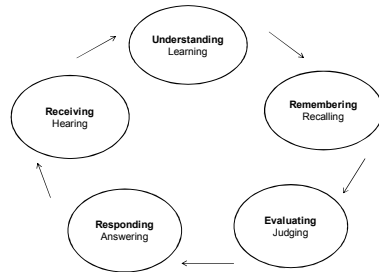
Importance of listening

- 85% of what we know is from listening
- 45% of our time is spent on listening
- A person recalls 50% of what they just heard
- Only 20% of it is remembered long term

IT IS A PROCESS



The stages in the process



The RECEIVING Stage

- ***The first stage of the listening process is the receiving stage, which involves hearing and attending.***
- Hearing – is the physiological process of registering sound waves as they hit the eardrum.
- Attending - The process of accurately identifying particular sounds as words.

The UNDERSTANDING Stage

- ***The understanding stage is the stage during which the listener determines the context and meanings of the words that are heard.***
- Determining the context and meaning of each word is essential to understanding a sentence.
- Understanding what we hear is essential to gathering information.
- Asking questions can help a listener better understand a speaker's message or main point.

The REMEMBERING Stage

- ***The remembering stage occurs as the listener categorizes and retains the information she's gathering from the speaker.***
- Memory is essential throughout the listening process.
- Memory lets the speaker put what she hears in the context of what she's heard before.

The EVALUATING Stage

- ***The evaluating stage is the listening stage during which the listener critically assesses the information she's received from the speaker.***
- The listener assesses the information she's gathered from the speaker both qualitatively and quantitatively.
- It allows the listener to form an opinion of what she's heard.
- It is important for a listener in terms of how what she's heard will affect her own ideas, decisions, actions, and/or beliefs.

The RESPONDING Stage

- ***The responding stage is when the listener provides verbal and/or nonverbal reactions to what she hears.***
- The speaker looks for responses from the listener to determine if her message is being understood and/or considered.
- When a listener responds verbally to what she hears, the speaker/listener roles are reversed.

STYLES OF EFFECTIVE LISTENING



STYLES OF EFFECTIVE LISTENING



- Participatory-Passive listening
- Empathic-Objective listening
- Non judgmental- Critical listening
- Surface-Depth listening
- Active-Inactive listening

Participatory-Passive



- Active participation
- Physically & mentally engage in the sharing of meaning
- Listening without talking
- Powerful means of communicating acceptance
- Passive listener: suspends judgment and just listens.
- Who accepts, not evaluate; who supports, not intrude.

Empathic-Objective



- To listen empathically
- Feel with them
- See the world as they see
- Feel what they feel
- It helps you understand what a person means and what the person is feeling
- Listen with objectivity and detachment
- See beyond other person sees

Non judgmental- Critical



- Listen with open mind
- Avoid distorting messages
- Avoid filtering out unpleasant or undesirable message
- Recognize your own ethnic, national, or religious biases, (it may increase or minimize importance because it confirms or contradicts your biases)

Surface-Depth



- Obvious/surface/literal meaning
- Surface level communication
 - What they are saying?
 - Hidden, deep meaning
- In-depth communication
 - Why they are saying?

Active



Active, effective listening is a habit, as well as the foundation of effective communication.

- Active listening is the process of sending back the speaker what the listener thinks the speaker meant.
- It is a process of putting into some meaningful whole your understanding of the speaker's total message.

Purposes of Active Listening



- It shows that you are listening.
- Check how accurately you have understood what the speaker said and meant.
- Express acceptance of speaker's feelings.
- To prompt the speaker to further explore his or her feelings or thoughts.

Techniques



- Paraphrase the speaker's meaning.
- Express understanding of the speaker's feeling.
- Ask questions to ensure that you are on a right track.
- Focus your attention on the subject.
- Avoid distractions.
- Set aside your prejudices, your opinions.
- When interacting with the speaker, keep an eye contact and do not argue.

THANK YOU!

- For a handout of today's lesson, visit:
<http://jacs.weebly.com>

