LISTENING SKILLS
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WHAT IS LISTENING?

What do you think “listening” means?

Is it hearing others? Obtaining information? Or is it something more?

Listening skills is an important part of communication.

This is not just an innate ability. It can be developed through practice and mindfulness.
• “The most basic of all human needs is the need to understand and be understood. The best way to understand people is to listen to them.”

Ralph G. Nichols
How do you feel when someone does not pay attention to what you are saying?

It generally makes us feel:

neglected, frustrated or even insulted.

*The need to be understood is universal.* It is only fulfilled when we listen with *heart*, *with mind* and *without diversion.*
PARTS OF COMMUNICATION

(Adler, R. et al., 2001)

SREETAMA BHADURI
Listen to the four audio clips. (CLICK TO PLAY)

The sounds you hear are everyday common sounds: a cycle bell, a crowd cheering at a football match, or an ambulance siren. Throughout the day, we hear a lot of noise. But not all these are meaningful to us. Consider the feelings these sounds evoke in you. Superficial hearing does not create emotions, or understanding. But listening does.
<table>
<thead>
<tr>
<th>Point of difference</th>
<th>Hearing</th>
<th>Listening</th>
</tr>
</thead>
<tbody>
<tr>
<td>MEANING</td>
<td>Perceiving sounds</td>
<td>Active understanding of sounds you hear</td>
</tr>
<tr>
<td>PROCESS</td>
<td>Passive</td>
<td>Active</td>
</tr>
<tr>
<td>ATTENTION</td>
<td>Not required</td>
<td>Required</td>
</tr>
</tbody>
</table>

Listening is the process of *receiving, perceiving meaning from, and creating and sending meaningful and accurate response to the sender.*
• Draw a square
• Draw a triangle at the top of the square
• Draw a smaller square inside the large square
• At the top corner, draw a circle
• Show us what you have drawn!

This activity works best with 3 or more persons.

✔ Choose one person to be the instructor.
✔ The others will close their eyes.
✔ You will need pen and paper.
✔ The instructor will read the directions one by one, and you have to follow.
✔ Once you are done, open your eye.
✔ **WHAT HAVE YOU DRAWN?**

You will observe that the final drawings are all different from each other.

**Even when the sender is giving us identical information, the way that we receive and process the message can vary from person to person.**
EFFECTIVE LISTENING

When a person listens accurately, interprets the message correctly, and gives an appropriate response, then is it known as “EFFECTIVE LISTENING”.

PROCESS OF EFFECTIVE LISTENING

1. Receiving
2. Understanding
3. Evaluating
4. Remembering
5. Responding
STEPS OF EFFECTIVE LISTENING:

RECEIVING: *Getting* the information through hearing

UNDERSTANDING: *Decoding* the information to find its meaning

REMEMBERING: *Storing* away the information for later use. Also, *retrieving* previous information so that the response can be formed

EVALUATING: *Examining* the message and deciding what response to give out

RESPONDING: Forming and sending out the *response* message
Elephants can remember

• I will read out a list of words.
• Listen carefully, DO NOT COPY THEM.
• When I am done, I will ask you to write as many as you remember.
• You will get 5 minutes to remember and write.
A Good Listener Can:

• Understand others well
• Understand what is expected
• Collaborate better with clients, team members and supervisors
• Earn trust
• Avoid conflicts
• Show support and resolve issues

*Poor listening makes us seem sloppy, insincere and unreliable, to others.*
External Barriers

• Other noises
• Interference
• Poor connection
• Visual distractions
Internal Barriers

• Lack of interest

• “I don’t need to know” attitude

• Assumptions (about a person or situation)
Internal Barriers

• Cultural or language difference

• Gender difference

• Use of jargons (complicated technical terms)
Types Of Listening

1. APPRECIATIVE
2. CRITICAL
3. COMPREHENSIVE
Types Of Listening

- EVALUATIVE
- EMPATHETIC
- SUPERFICIAL

SREETAMA BHADURI
APPRECIATIVE LISTENING: A person listens for what they like.

CRITICAL LISTENING: Listening with the intention of analyzing and giving a feedback.

COMPREHENSIVE LISTENING: Listening to simply understand a message, like in a class.

EVALUATIVE LISTENING: The listener tries to find value. “What is the purpose of the speaker? What will I gain?”

EMPATHETIC LISTENING: Listening while imagining yourself in the same situation.

SUPERFICIAL LISTENING: Listening for the sake of participating in the communication. The person simply hears sounds and tries to catch the crucial points.
Active listening

• To **focus** completely,
• listen **wholeheartedly** and **without bias**, 
• **understand** the message, 
• **comprehend** the information, 
• and respond **appropriately**
A-A-A-A of Listening

ATTENTION  ATTITUDE  ADJUSTMENT
You are driving a bus. 
In the first stoppage, two men wearing jeans and a little girl gets on. 
Next, an old lady gets off. 
Then, an elderly gentleman with a dog gets on. 
After that, the little girl gets off. 
The bus conductor asks for tickets. 
At the last stoppage, everyone gets off the bus.

What Is The Driver’s Age?
Listen..... Or Don’t

Share a happy experience of your life!

Now imagine, no one is listening.

What will you feel like?
6 Things To Do To Be An Active Listener

1. Maintain eye contact

2. Do not interrupt

3. Restate and clarify

4. Use Encouraging Language
1. Ask Probing Questions

2. Validate the speaker’s feelings
**PHRASES TO USE IN ACTIVE LISTENING**

<table>
<thead>
<tr>
<th>Ask for clarity:</th>
<th>Paraphrase:</th>
<th>Encouraging:</th>
</tr>
</thead>
<tbody>
<tr>
<td>“I’m not sure what you mean.”</td>
<td>“So, what you mean is...”</td>
<td>“And then?”</td>
</tr>
<tr>
<td>“Sorry, but I don’t understand.”</td>
<td>“I believe your point is...”</td>
<td>“How interesting!”</td>
</tr>
<tr>
<td>“Could you explain what you mean by...?”</td>
<td>“So, if you allow me to confirm...”</td>
<td>“I understand what you are saying.”</td>
</tr>
<tr>
<td></td>
<td></td>
<td>“Yes, I am listening, please continue.”</td>
</tr>
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</table>
What the client wants

Listen closely. Can you tell in your own language, what the client’s requirements are?