

# Communication skills

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## Lecture 4



# Lecture

## Section two

Listening styles

Improving Your Listening  
KEYS for Listening Excellence

## Section one

Hearing and Listening  
Listening barriers

# SECTION

# ONE

# ONE

# HEARING AND LISTENING

LISTENING

# Hearing and Listening

**Did you  
know?**

The average person remembers between 25% and 50% of what he or she hears. That means that when you talk to your boss, your colleagues or customers, your friends and family, they are likely to retain less than half of the conversation.

## Hearing

is your physical ability to detect sounds. It is the physiological process or function of receiving sounds.

For example, we are accustomed to the sounds of airplanes, lawn mowers, furnace blowers, the rattling of pots and pans, and so on. We hear those incidental sounds and, unless we have a reason to do otherwise, we train ourselves to ignore them.

## Listening

requires you to concentrate on the verbal and nonverbal messages being sent and to determine the meaning of those messages. Listening, at its best, is active, focused, concentrated attention for the purpose of understanding the meanings expressed by a speaker.

### Hearing

- Accidental
- Involuntary
- Effortless

### Listening

- Focused
- Voluntary
- Intentional

## Importance of Effective Listening

➤ Effective listening is central to fostering interpersonal relationships with coworkers, leaders, and clients.

➤ Effective listening can affect one's relationship satisfaction and can be a determining factor in whether someone is an effective communicator.

➤ Effective listening can enhance your image as People Will Perceive You as Intelligent and Perceptive.

➤ Good Listening Can Help Your Public Speaking. As a result, you have the ability to analyze what you think works and doesn't work in others' speeches, which can help you transform your speeches in the process.

## Importance of Effective Listening

➤ Listening, in addition to other communication abilities, is a likely predictor of who gets promoted or receives other relevant rewards, such as status and power.

➤ Better listeners hold higher-level positions and are promoted more often than those with less-developed listening abilities.

## Characteristics of Good Listener

➤ Admits that listening is difficult.

➤ Pays effort to carefully listen.

➤ Reviews and mentally summarizes the talking points.

➤ Pays attention to nonverbal communication (facial expressions, gestures, tone of voice) to see if it adds meaning to the spoken words.

➤ Weighs the evidence used by the talker to support the points he or she makes.

➤ Never forget to practice.

# BARRIERS TO LISTENING

LISTENING

# Barriers to Listening

## Failing to Limit Distractions

Noise is part of every communication interaction.

**External noise**

**Internal noise**

# Barriers to Listening

## Failing to Limit Distractions

### External noise

External noise includes external distractions.

For example, Audible talking during a meeting, ruffling of papers, or a cell phone going off in the next cubicle.

### How to avoid?

Whenever possible, you should take steps to control the external noise that might interfere with your ability to listen to others, as well as their ability to listen to you.

# Barriers to Listening

## Failing to Limit Distractions

### External noise

## How to avoid?

- ✓ When you are talking to someone on the phone, turn away from your computer if you are distracted by messages in your inbox.
- ✓ If you are running a meeting, begin by asking everyone to turn off their cell phones.
- ✓ If the work environment is such that it is difficult for people to break away from distractions, hold a retreat away from your worksite to maximize the team's ability to listen effectively.

# Barriers to Listening

## Failing to Limit Distractions

### Internal noise

Internal noise encompasses any internal condition or state that interferes with the communicator's ability to focus on the message.

For example,

We think of our personal problems during the business meeting so we don't pay attention to all the business details.

We think of our lunch meal while listening to a friend's problem so we miss up lots of details.

We think of answers during discussions to argue well not to communicate well.

# Barriers to Listening

## Failing to Limit Distractions

### External noise

### How to avoid?

Controlling internal noise in others can be difficult, however it is not impossible.

You must reflect on what is causing your internal noise.

Address those factors.

If you have an urgent matter to deal with, don't try to hold a conversation with someone. You simply won't be able to listen.

Tell the other party you will need to reschedule your conversation for a time when you can give your undivided attention.

# Barriers to Listening

## Failing to Focus on the Message

**WHY?**

**Because of the theme of our area.**

Noise

In the ever-changing world of social media and emerging technology, we are locked into a mode of continuous partial attention.

We are always scanning our smartphones for the next bit of news or the latest update. Multitasking is the norm, despite some evidence that it prevents us from doing anything to the best of our abilities.

# Barriers to Listening

## Failing to Focus on the Message

### WHY?

#### Because of speakers' mistakes

If a speaker uses jargon (technical words used by specialized groups) with which you are not familiar.

If there is no common understanding, language can separate, insulate, and intimidate.

Message overload can have the same impact as jargon. Message overload occurs when a speaker includes too many details in a message, making it difficult for the listener to comprehend.

# Barriers to Listening

## Failing to Focus on the Message

### WHY?

#### Because of presenters' mistakes

Presenters make the mistake of not introducing the direction of the presentation and not summarizing their talk.

Presenters sometimes make the mistake of including too many graphs and charts during their talks.

PowerPoint slides are made up with so many details and non-relatable information.

## Failing to Focus on the Message

### How to avoid?

If the environment is not suitable for you, try to postpone the meeting or highlight that you are not concentrating.

Leave your smartphone during any kind of conversation.

Read the non-verbal communication well as much attention you pay as you listen to the verbal communication.

Try to concentrate on the main points during a mess presentations and sum up the content by yourself.

Ask questions.

# Barriers to Listening

## Failing to Focus on the Message

### Our bias

Bias is any assumption we make or attitude we have about a person, an issue, or a topic before we have heard all the facts.

### Why it happens?

If you equate a speaker with subject matter or experiences that have made you feel frustrated or angry in the past, chances are good that you will be biased about that person before he or she gives the speech.

For example,

If you feel strongly about a particular topic because of your values, you may refuse to listen to any other perspective, no matter whom it comes from

# Barriers to Listening

**Our bias**

**How to avoid?**

Effective listening requires you to put your biases aside and regard the other as having a valid point of view worthy of your time and careful attention.

Admit that it is not a right thing.

Listen to the message the other person trying to say until the end.

Think of the message while breathing deeply.

Evaluate it.

# Barriers to Listening

## Failing to be an active listener

An active listener focuses on asking questions and will often listen to the message and then paraphrase it for the sender.

We cannot be active listeners unless we know the difference between various types of listening.

In your professional career, you will engage in **three** types of listening:

Informational listening

Critical listening

Empathetic listening

# Barriers to Listening

## Failing to be an active listener

### Informational listening

Informational listening occurs when you focus on the content of the message to acquire knowledge. Part of learning a new position involves listening to information during new-employee orientation and one-on-one training.

### Critical listening

Critical listening asks you to evaluate the information being sent.

### Empathetic listening

Empathetic listening is listening to understand the speaker's point of view without judgment.

# Barriers to Listening

## Failing to be an active listener

### How to avoid?

Consciously decide if you are going to be an active listener or a passive listener.

Listens thoughtfully to the meaning of the speaker's words;

Considers the content of the message, both stated and implied;

Thinks about the feelings associated with the message, attending to the speaker's verbal and nonverbal cues;

Makes every effort to reflect that message accurately.

Asking questions, you can develop a better understanding of the speaker's message and provide support to the speaker.

# SECTION TWO

LMO

# LISTENING STYLES

# Listening styles

## People

The people-oriented listener is interested in the speaker. People-oriented listeners listen to the message in order to learn how the speaker thinks and how they feel about their message.

For example,

For instance, when people-oriented listeners listen to an interview with a famous rap artist, they are likely to be more curious about the artist as an individual than about music, even though the people-oriented listener might also appreciate the artist's work. If you are a people-oriented listener, you might have certain questions you hope will be answered, such as:

Does the artist feel successful?

What is it like to be famous?

What kind of educational background does he or she have?

# Listening styles

## People

The people-oriented listener is interested in the speaker. People-oriented listeners listen to the message in order to learn how the speaker thinks and how they feel about their message.

### Key type

The people-oriented listener is likely to be more attentive to the speaker than to the message. If you tend to be such a listener, understand that the message is about what is important to the speaker.

# Listening styles

## Action

Action-oriented listeners are primarily interested in finding out what the speaker wants.

For example,

when you are in a meeting and the manager reviews the yearly evaluation. You tend to concentrate on the final results and what should be done next year. You are not interested on how we get there or what are the feelings of my manager and Co-workers.

## Key type

Action-oriented listening is sometimes called task-oriented listening. In it, the listener seeks a clear message about what needs to be done, and might have less patience for listening to the reasons behind the task.

# Listening styles

## Content

Content-oriented listeners are interested in the message itself, whether it makes sense, what it means, and whether it's accurate.

For example,

When you give a speech, many members of your classroom audience will be content-oriented listeners who will be interested in learning from you. You therefore have an obligation to represent the truth in the fullest way you can. You can emphasize an idea, but if you exaggerate, you could lose credibility in the minds of your content-oriented audience.

## Key type

content-oriented listeners want to listen to well-developed information with solid explanations.

# Listening styles

## Time

People using a time-oriented listening style prefer a message that gets to the point quickly. Time-oriented listeners can become impatient with slow delivery or lengthy explanations.

### For example,

In your professional future, some of your audience members will have real time constraints, not merely perceived ones. Imagine that you've been asked to deliver a speech on a new project to the board of directors of a local corporation. If your speech is long and filled with overly detailed information, time-oriented listeners will simply start to tune you out as you're speaking and they will not be listening to your message.

## Key type

This type of listeners may be receptive for only a brief amount of time; therefore, they tend to be impatient. Time-oriented listeners convey their impatience through eye rolling, shifting about in their seats, checking their cell phones, and other inappropriate behaviors. They want the pure message in the shortest time.

# IMPROVING YOUR LISTENING

# Improving your Listening

The **HURIER** model provides a framework for skill-based listening by defining listening as six interrelated components:

**Hearing**

**Understanding**

**Remembering**

**Interpreting**

**Evaluating**

**Responding**

# Improving your Listening

## Hearing

Hearing refers to concentrating on and attending to the message.

### Steps

Making sure you can properly hear the other person.

Be sure that you limit any distractions that would prevent you from doing so.

Understanding is the process of attaching meaning to the verbal communication, or comprehending the literal meaning of the message.

## Understanding

Understanding is the process of attaching meaning to the verbal communication, or comprehending the literal meaning of the message.

### Steps

Hear the message

Understand the speaker's use of language and the basic context of the information considering all the other factors.

## Remembering

Remembering includes recalling the message so that it can be acted on.

### Steps

Be present

Be mindful

Create an outline of the main points.

## Interpreting

Interpreting is the step where we make sense of the verbal and nonverbal codes to assign meaning to the information received or the sensitivity to nonverbal and contextual aspects of the message.

### Steps

Be Observant

Aside your bias.

## Evaluating

Evaluating is the logical assessment of the value of the message. Learning to evaluate a message without bias, distractions, apprehension, or gender/cultural differences takes time and patience.

### Steps

Be Observant

Consider the message with its details.

Listen to the end.

Logically evaluate.

## Responding

Responding is the last step and involves giving some form of response to the message, either verbally or nonverbally.

### Steps

Paraphrasing

Summarizing

Reflecting

Asking questions

Using nonverbal cues such as head nods, emotional expressions.

## Skills for Being an Active Listener

| Skill       | Strategy                                                                      | Application                                                                                                           |
|-------------|-------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------|
| Observe     | Watch the verbal and nonverbal cues your communication partner is expressing. | Use a debate-style forum that encourages you to focus entirely on the other person before you are allowed to respond. |
| Focus       | Don't do anything else while listening.                                       | Block out all other distractions and give your undivided attention to the other person.                               |
| Acknowledge | Acknowledge the message, even if you don't agree with it.                     | Your acknowledgment can be verbal ( <i>uh huh</i> , <i>yes</i> ) or nonverbal (a head nod).                           |
| Respect     | Let the speaker finish.                                                       | As tempting as it can be to voice your opinion, remember to respect the other person's time first.                    |

# KEYS for Excellence in the Workplace

# KEYS for Excellence in the Workplace

**K**

## **Know yourself**

Understand the components of being an active listener and critically apply them to your professional interactions. Realize your strengths and weaknesses as a listener and adapt accordingly.

**E**

## **Evaluate the professional context**

Learn whether your professional environment uses formal or informal communication. In addition, pay attention to jargon used at your work. Use active listening to create understanding of words or phrases you are not familiar with.

# KEYS for Excellence in the Workplace

**Y**

## **Your communication interaction**

Take what you have learned from the first two steps and try communicating with fellow business professionals. Are you using the workplace jargon correctly and effectively? Be critical about the responses you receive from your peers.

**S**

## **Step back and reflect**

Ask yourself if you and your communication partner(s) came away from the interaction with mutual understanding. Think about what was effective and what was not. Repeat the process to gain greater and more effective strategies for being a good listener and a good communicator.



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