

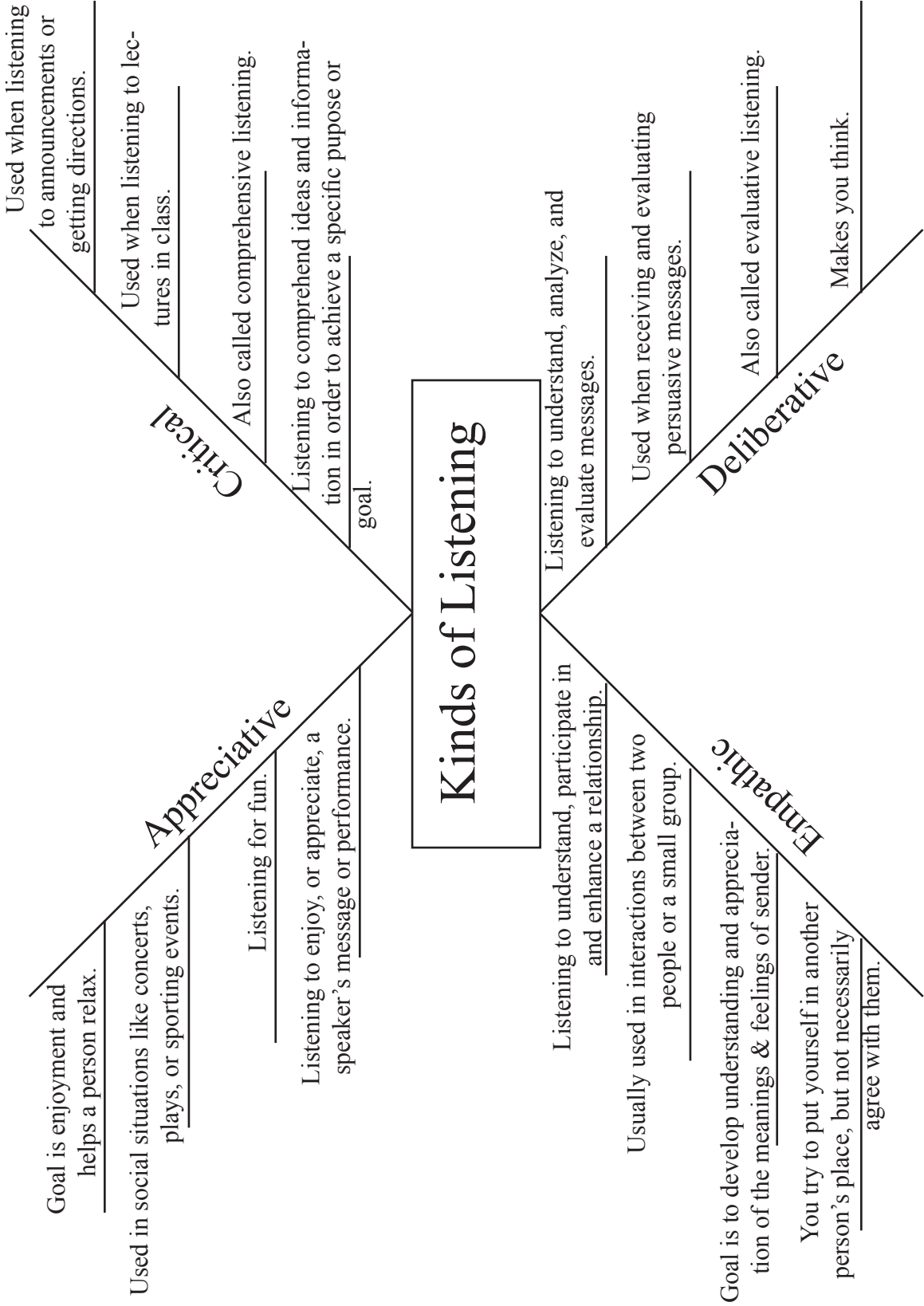
Did you know? The average person speaks at a rate of about 150 words a minute, but listeners can understand messages presented at a rate of 380 words per minute.

### Techniques for Active Listening

Strategy	Examples
<u>Apply</u> what you hear to yourself.	<ul style="list-style-type: none"> <li>• Relate the information to your <u>personal experience</u></li> <li>• Use your own <u>knowledge</u> to understand new information.</li> <li>• <u>Imagine</u> yourself using the information in the future.</li> </ul>
<u>Think</u> as you listen.	<ul style="list-style-type: none"> <li>• <u>Summarize</u> and <u>review</u> throughout the presentation.</li> <li>• Start thinking of <u>questions</u> you want to <u>ask</u> the speaker later.</li> <li>• <u>Predict</u> the speaker's direction, but do not jump to conclusions.</li> <li>• If prediction is wrong, decide what <u>misled</u> you.</li> </ul>
Use <u>associations</u> and <u>mnemonic</u> devices to remember important details.	<ul style="list-style-type: none"> <li>• Make an <u>association</u> - a vivid mental image- that will help you remember.</li> <li>• Use a <u>mnemonic</u> device - a rhyme, acronym (word formed from initials), or other wordplay.</li> </ul>
Take <u>notes</u> .	<ul style="list-style-type: none"> <li>• Do not write every <u>word</u> or quotation verbatim. Use your own words (paraphrase), and focus on key phrases.</li> <li>• Develop a consistent <u>method</u> you can use every time you take notes.</li> </ul>
Give the speaker and yourself <u>Feedback</u> .	<ul style="list-style-type: none"> <li>• Use <u>body language</u> such as eye contact or a nod to show that you are listening.</li> <li>• Courteously <u>comment</u> or ask questions when the speaker gives you the opportunity to do so.</li> <li>• Always assess your <u>response</u>. Were you impressed, irritated, or neutral? Why?</li> </ul>

### Characteristics of Listening

1. Active Listening - the listener participates fully in the communication process. You listen attentively, provide feedback, and strive to understand and remember messages.
2. Passive Listening - the listener does not actively participate in interactions. They think they can absorb information even when they do not contribute to the interaction. They place the responsibility for successful communication on the speaker.
3. Impatient Listening - short bursts of active listening are interrupted by noise and other distractions. They intend to pay attention, but allow their minds to wander.



Name \_\_\_\_\_

### Listening Notes

Of the time spent communicating each day, 45% is devoted to listening.

Usually a person only remembers about 50% of what is said to them. After eight hours they forget another 1/2 to 1/3 of what was originally grasped.

Definition of Listening: It is a physical and psychological process that involves acquiring, assigning meaning, and responding to symbolic messages from others.

Listening is important because it will help you in:

- a. **School-** participate in class discussion, ask meaningful questions, do homework, score well on tests. Faulty listening is main factor in student failure in colleges.
- b. **Relationships-** Good listeners are valued as friends. They are trusted. Helps avoid conflicts.
- c. **Social groups & organizations-** Personal effectiveness and how you are perceived by others may be influenced. Make better decisions.
- d. **Public Dialogue-** Listening to speeches & other public messages. Helps you participate as a citizen and consumer.
- e. **Workplace-** Vital to success on the job. Helps employees be more productive. Faulty listening costs businesses, which makes products more expensive, inadequate service, safety issues.

Misconceptions	Fact
Listening and hearing are the same thing.	Hearing is the first step and does not imply understanding.
Listening is easy or automatic.	Listening is a complex process that requires energy, effort, and skills.
Listening develops naturally.	Learned skills and behaviors that can be improved.
Anyone can listen well if he or she really tries.	Without needed skills, may not be able to listen effectively.
The speaker is primarily responsible for the message and for the success of the interaction.	Speaker and listener share responsibility. Listener's may have to compensate for sender's lack of ability.
If that's what I heard, then that's what you said!	Cannot assume you have understood messages correctly. Must clarify as necessary.
Attitude and listening are unrelated.	Attitude is a very important factor.
People remember most of what they hear.	Listening and memory are related, but not remembering may or not be related to faulty listening.

# Steps in the Listening Process

## 4. Responding

Listener's internal emotional and intellectual reaction to a message.

Verbal and nonverbal feedback is listener's external response.

You first respond emotionally, then intellectually, then you analyze and evaluate your response, finally you encode choices about what to say or do in response

## 3. Understanding

Decoding and assigning personal meaning to the messages.

Your knowledge or lack of knowledge, attitudes, values, culture, language, beliefs, biases, prejudices, expectations and self-concept influence your perception.

Factors that affect the listening process:

Noise: Internal & External distractions

Barriers: Unfamiliar language, anger, attitudes, biases, needs, beliefs, fear, fatigue, hearing problems, tuning out, stress, communication overload, ignorance, prejudices.

Memory: 3 types

Immediate : Recalling information for a brief period of time.

Short Term : Recalling information for carrying out a routine or daily task.

Long Term : Recalling information from past experience.

## 2. Attending

The act of choosing consciously or subconsciously to focus attention on the message.

Your own needs, interests, attitudes, and knowledge affects your choice to attend or ignore message.

## 1. Acquiring

Usually involves hearing which is the reception of sound.

Noise/Barriers - Loud noises, conflicting visual/auditory messages, attitudes, emotions of receiver.