



GEN0210 Discourse English for Communication

ARJARN PANNALIN SUCHOOKORN

Listening

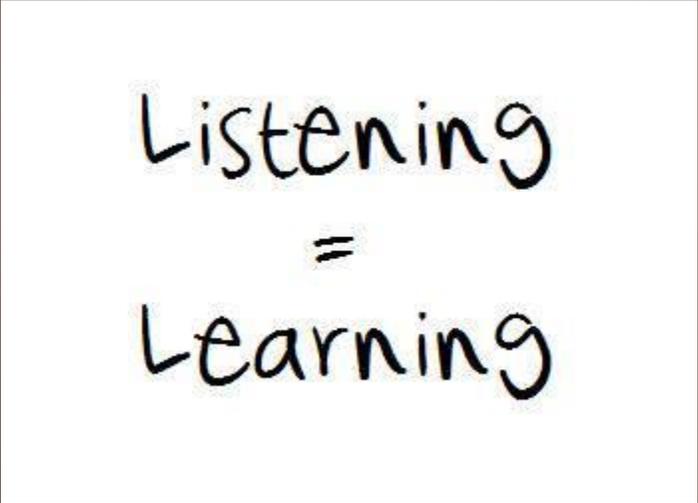


The importance of listening skills

- ▶ Building better relationships through active listening.



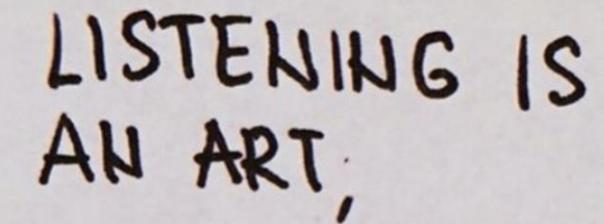
Most times when we are communicating with someone we are actively forming, in our own minds, what we are going to say next, after the other person stops talking. This takes our attention off the other person and we tend to miss what they are saying. Listening involves more than just hearing, it also involves responding to what someone is saying. This process is called active listening.



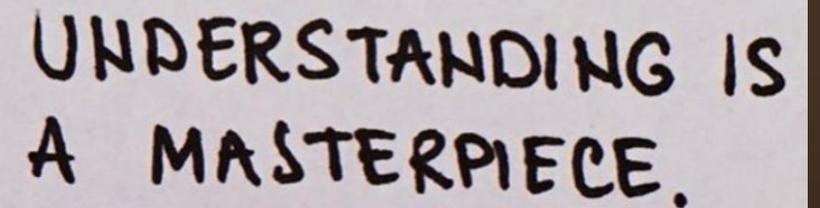
Listening
=
Learning

We suggest that active listening can help you talk with others more clearly and with understanding.

It isn't always easy, but when you can learn to practice it often, it can help you build a better relationship with a partner, a child, a friend or a co-worker.



LISTENING IS
AN ART,



UNDERSTANDING IS
A MASTERPIECE.

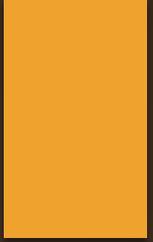
Understanding/Listening

The listening process involves five stages:

- ▶ receiving
- ▶ understanding
- ▶ evaluating
- ▶ remembering
- ▶ responding



The Receiving Stage



The first stage of the listening process is the receiving stage, which involves hearing and attending.

Paired with hearing, attending is the other half of the receiving stage in the listening process.

Attending is the process of accurately identifying and interpreting particular sounds we hear as words.

The sounds we hear have no meaning until we give them their meaning in context.

Listening is an active process that constructs meaning from both verbal and nonverbal messages.

The Understanding Stage

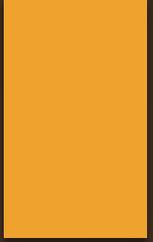


The understanding stage is the stage during which the listener determines the context and meanings of the words that are heard through a process called decoding.

Understanding or comprehension occurs when the listener's determination of the context and meanings of the words matches the speaker's message.

One tactic for better understanding a speaker's meaning is to ask questions to fill in any holes you may have in the mental reconstruction of the speaker's message.

The Evaluating Stage



This stage of the listening process is the one during which the listener assesses the information they received, both qualitatively and quantitatively.

Evaluating allows the listener to form an opinion of what they heard and, if necessary, to begin developing a response.

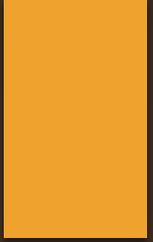
The evaluating stage



The evaluating stage occurs most effectively once the listener fully understands what the speaker is trying to say.

Having a clear understanding of a speaker's message allows a listener to evaluate that message without getting bogged down in ambiguities or spending unnecessary time and energy addressing points that may be tangential or otherwise nonessential.

The Remembering Stage



In the listening process, the remembering stage occurs as the listener categorizes and retains the information he or she has gathered from the speaker for future access.

If the listener has been attending, understanding, and evaluating, chances are the result will be stored memory—allowing the listener to record information about people, objects, and events for later recall.

This happens both during and after the speaker's delivery.

The Responding Stage

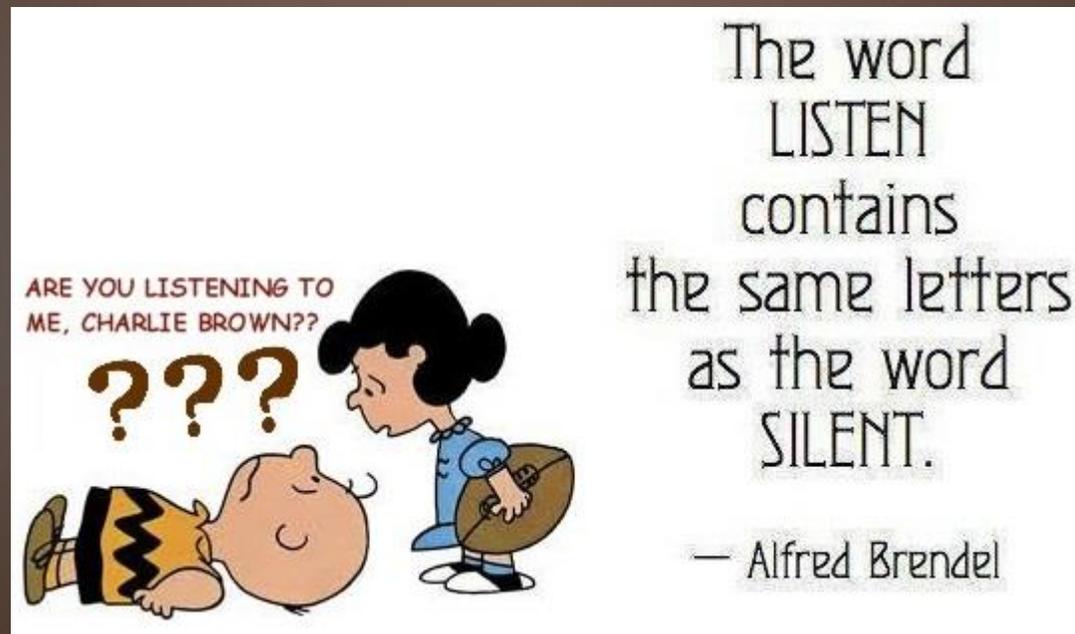


The responding stage is the stage of the listening process in which the listener provides verbal and/or nonverbal reactions based on short- or long-term memory.

Nonverbal responses such as nodding or eye contact allow the listener to communicate his or her level of interest without interrupting the speaker, thereby preserving the speaker/listener roles.

When a listener responds verbally to what they hear and remember—for example, with a question or a comment—the speaker/listener roles are reversed, at least momentarily.

Don't just listen to hear, but listen with intent.
If you have questions, feel free to ask.
It will show that you were really listening.



Active Listening

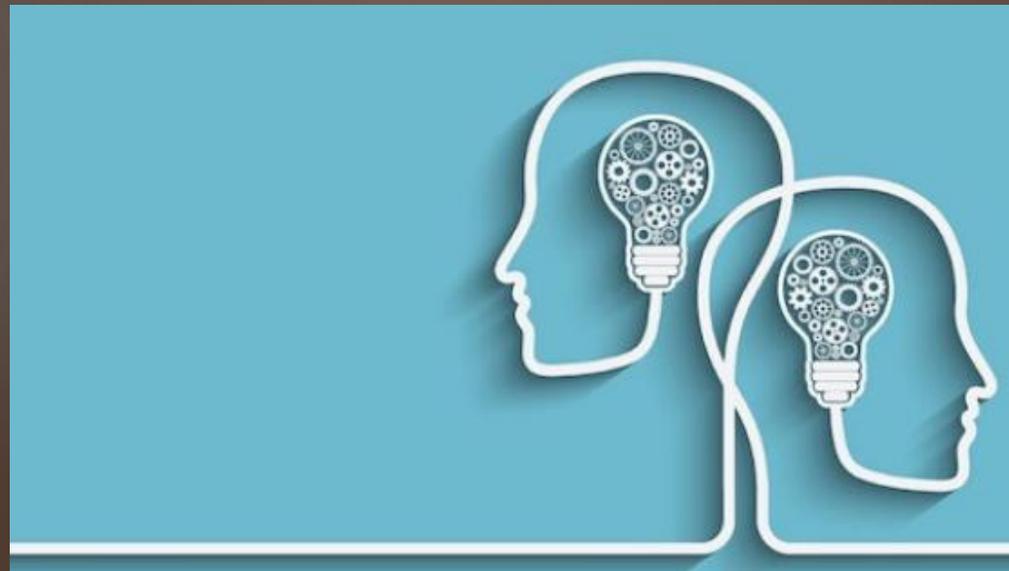
Active listening is a particular communication technique that requires the listener to provide feedback on what he or she hears to the speaker.

Three main degrees of active listening are

repeating

paraphrasing

reflecting



Repeating

Repeating is the most basic way you can listen.

You just have to pay attention and remember the words the speaker is using; then repeat the words back to the person.

This will seem odd to the speaker, it's best not to use this technique.



Example of Repeating



Speaker: I've been thinking about applying for the Assistant Director job that just opened up.

I am ready to take on more responsibilities, even if it means working longer hours and more office politics.

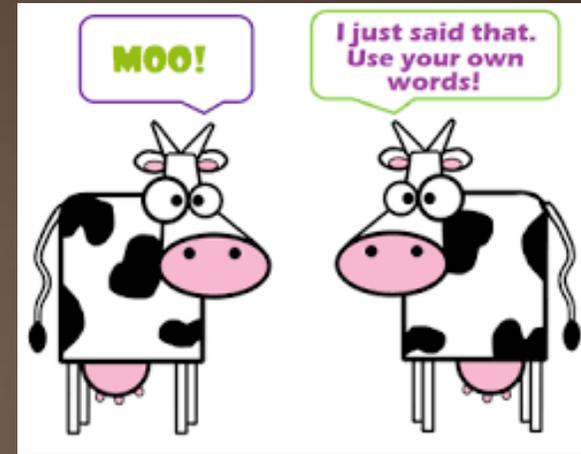
You: You've been thinking about applying for the Assistant Director job that just opened up.

You're ready to take on more responsibilities, even if it means working longer hours and more office politics.

Odd... Let's move along to the next level of listening.

Paraphrasing

Paraphrasing involves
paying attention
remembering
reasoning
what the speaker is telling you



Learning how to paraphrase is worth practicing and mastering.

The speaker will feel listened to, because you are actually listening to be able to paraphrase back what's being said.

Example of Paraphrasing

Speaker: I've been thinking about applying for the Assistant Director job that just opened up. I am ready to take on more responsibilities, even if it means working longer hours and more office politics.

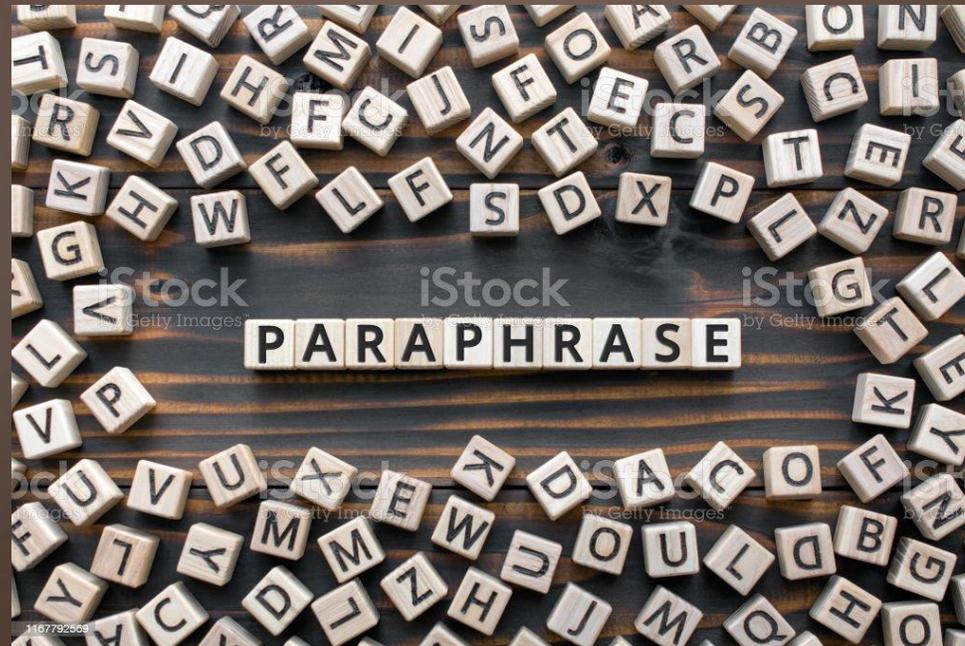
You: Now that the Assistant Director job is open, you are thinking of applying for it. You're ready for it, despite possible disadvantages of the job.



Paraphrasing

By paraphrasing, you used similar words and phrases to the ones used by the speaker.

You rearranged the words and phrases, which required you to listen and understand what the speaker is saying.



Reflective Listening

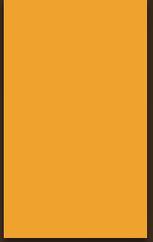


Reflective Listening is where you actually process the information you hear and summarize it using your own words.

Reflecting what the speaker said entails having empathy, withholding judgment and seeing the world from the speaker's point of view.

This level of listening leads to deep connection with people. The speaker will feel understood and may feel inspired and willing to understand you too.

Example of Reflective Listening



Speaker: I've been thinking about applying for the Assistant Director job that just opened up. I am ready to take on more responsibilities, even if it means working longer hours and more office politics.

You: You have mixed feelings about a promotion.
You know there is a price to pay for moving up in the organization.

In this last example, you listened to the speaker and sensed some possible doubts about the value of being promoted.
You reflected those feelings to the speaker summarizing the message in your own words.

Strategies for active listening

Strategies for active listening include the following:

Focus your full attention on the other person talking.

Face them and maintain eye contact, and be sure you are at the same level.

If they are standing – you should stand, if they are sitting – you should sit.



Strategies for active listening

Ask good questions.

Don't accuse or blame in your questioning.

Try to look for hidden meaning.

Ask open-ended questions and make sure your tone of voice is sincere.

For example,

What do you think we should do about the situation?

What do you feel are the options?



Strategies for active listening

Keep yourself from judging what the other person is saying.

Try not to assume that you know what they mean or what they are thinking.



Strategies for active listening

Sometimes it helps to repeat back to the other person what they just said, but in your own words.

That way you are checking to see if you have heard them correctly.

This can provide more information and the other person has a chance to correct any misunderstandings.

It also shows that you are interested in what they are saying.



Strategies for active listening

Put yourself in their shoes.

Accept their feelings,

thoughts and

ideas about the situation,

whether or not you agree or share the same perspective.

This does not mean you 'give in' to the other person.

It does, however, let them know that you acknowledge what they are saying, feeling or thinking.



Strategies for active listening

Active listening takes time and practice.

However, every time you use active listening, it gets a little easier.

It can help you to navigate through difficult conversations.

More than that,
it helps improve overall communication,
builds a better understanding and
ultimately leads to better relationships with
- family, friends and co-workers.



Ref:



Michigan State University Extension.

https://www.canr.msu.edu/news/the_importance_of_listening_skills

https://edge.sagepub.com/sites/default/files/listening_section_01_module01.pdf

<http://www.people-communicating.com/active-listening.html>