

Listening

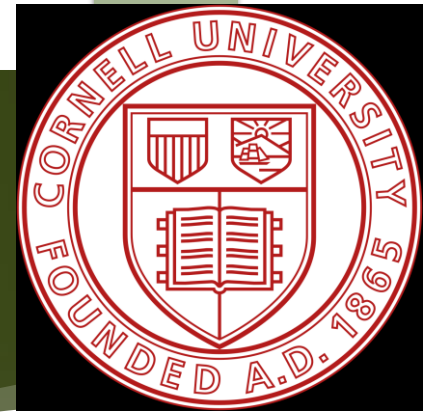
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HURIER Model of Listening

► What is it?



HURIER



- ▶ The acronym HURIER is sometimes used in academic texts to summarise a model of effective listening skills.
- ▶ This model was developed by Judi Brownell of Cornell University.



H – Hearing

- ▶ ‘Hearing’ is used here in a very broad sense.
- ▶ Not only does it refer to the physical act of hearing, but also to picking up on non-verbal and other signals; tone of voice, body language and facial expressions, for example.



R – Remembering

- ▶ Remembering requires focus. An effective listener needs to be able to remember the message they are receiving in its entirety.



I – Interpreting

- Interpretation of the message builds on, and enhances, understanding. Interpretation means considering factors such as the context in which the message was sent. Importantly, here the listener also needs to be aware of, and avoid, any preconceptions or biases that they may hold that may affect how the message is interpreted.



E – Evaluating


- ▶ Evaluating requires that the listener keeps an open mind on the messages they are receiving and doesn't jump to conclusions about what is being said. Evaluate all the information and only then start to formulate a response.



R – Responding

- ▶ Finally, your response should be well-measured and demonstrate that you have understood what was communicated. It may be necessary to use techniques such as clarification and reflection as part of the response.



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- ▶ The HURIER model can be a useful way to describe and remember the key components of effective or active listening.
 - ▶ It is important to understand, however, that the processes involved do not happen in a linear way.
 - ▶ An effective listener needs to be able to simultaneously hear, understand, interpret and evaluate the message to be able to formulate a clear understanding and an appropriate response.

Active Listening

- ▶ Active listening is a skill that can be acquired and developed with practice.
- ▶ However, active listening can be difficult to master and will, therefore, take time and patience to develop.



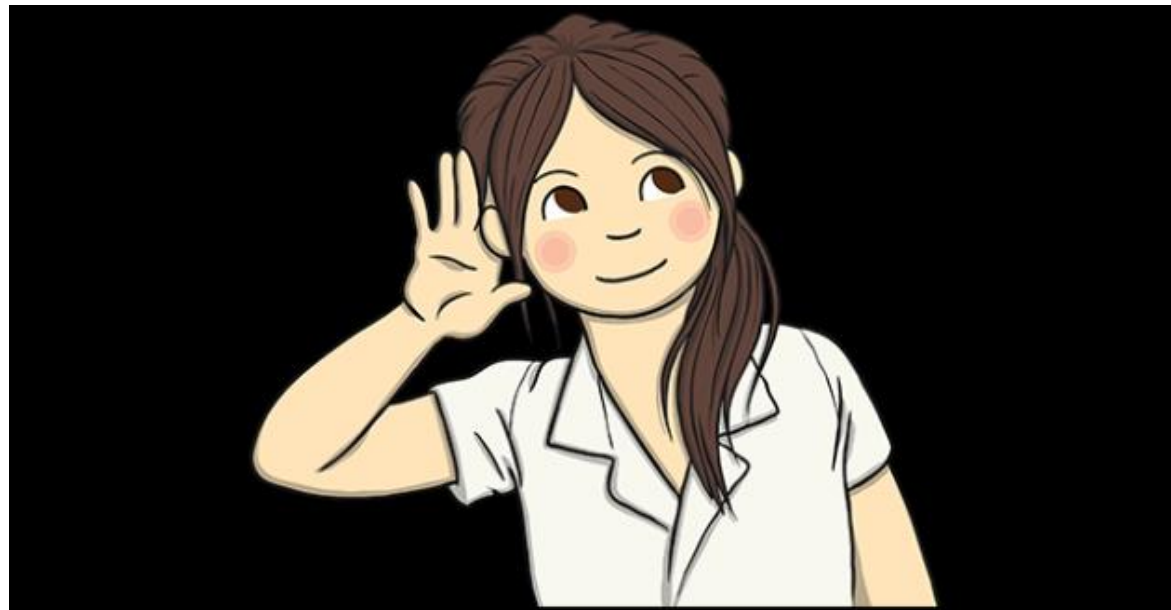
Active Listening

- ▶ 'Active listening' means, as its name suggests, actively listening. That is fully concentrating on what is being said rather than just passively 'hearing' the message of the speaker.

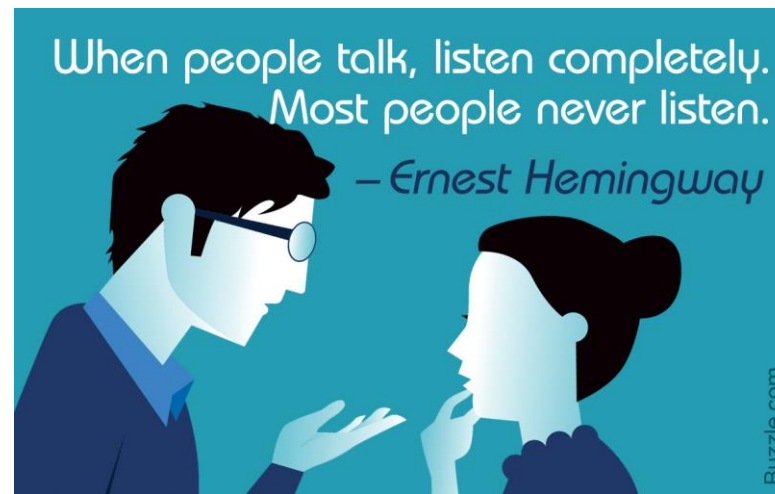


Active Listening

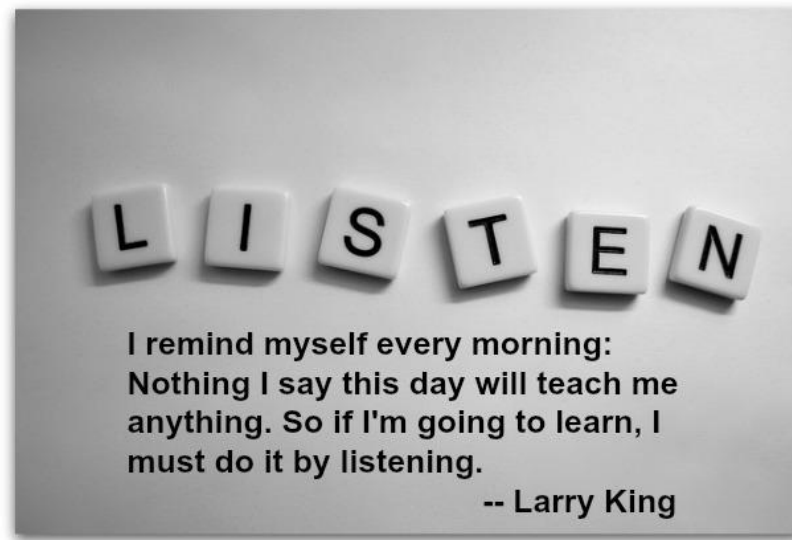
- ▶ Active listening involves listening with all senses.
- ▶ As well as giving full attention to the speaker, it is important that the 'active listener' is also 'seen' to be listening - otherwise the speaker may conclude that what they are talking about is uninteresting to the listener.



- ▶ Interest can be conveyed to the speaker by using both verbal and non-verbal messages such as maintaining eye contact, nodding your head and smiling, agreeing by saying 'Yes' or simply 'Mmm hmm' to encourage them to continue.
- ▶ By providing this 'feedback' the person speaking will usually feel more at ease and therefore communicate more easily, openly and honestly.
- ▶ Listening is the most fundamental component of interpersonal communication skills.



- ▶ Listening is not something that just happens (that is hearing), listening is an active process in which a conscious decision is made to listen to and understand the messages of the speaker.
- ▶ Listeners should remain neutral and non-judgmental, this means trying not to take sides or form opinions, especially early in the conversation. Active listening is also about patience - pauses and short periods of silence should be accepted.



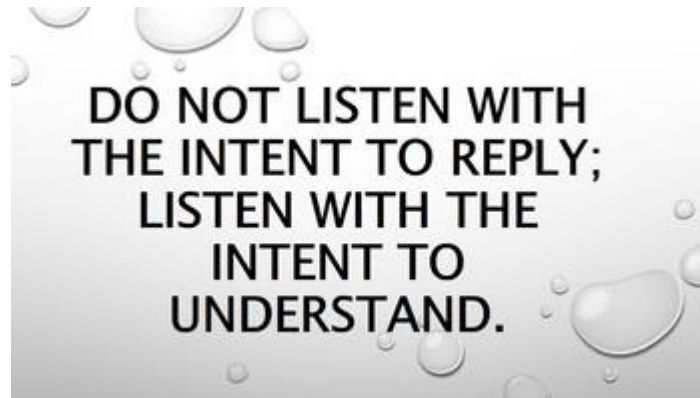
Active listening

- ▶ Listeners should not be tempted to jump in with questions or comments every time there are a few seconds of silence.
- ▶ Active listening involves giving the other person time to explore their thoughts and feelings, they should, therefore, be given adequate time for that.



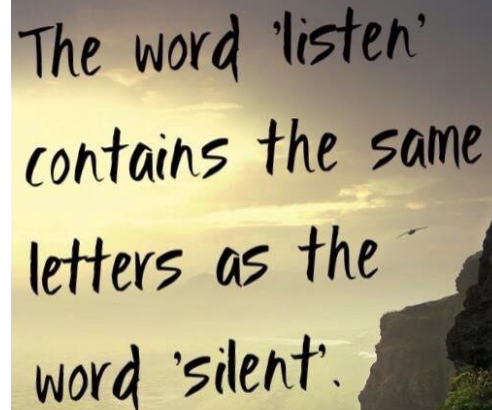
Active listening

- ▶ Active listening not only means focusing fully on the speaker but also actively showing verbal and non-verbal signs of listening.
- ▶ Generally speakers want listeners to demonstrate 'active listening' by responding appropriately to what they are saying.
- ▶ Appropriate responses to listening can be both verbal and non-verbal, examples of which are listed below:



Signs of Active Listening

- ▶ Non-Verbal Signs of Attentive or Active Listening
- ▶ This is a generic list of non-verbal signs of listening, in other words people who are listening are more likely to display at least some of these signs.
- ▶ However these signs may not be appropriate in all situations and across all cultures.



The word 'listen'
contains the same
letters as the
word 'silent'.

Signs of Active Listening

- ▶ Smile
- ▶ Small smiles can be used to show that the listener is paying attention to what is being said or as a way of agreeing or being happy about the messages being received. Combined with nods of the head, smiles can be powerful in affirming that messages are being listened to and understood.



Signs of Active Listening

- ▶ Eye Contact
- ▶ It is normal and usually encouraging for the listener to look at the speaker. Eye contact can however be intimidating, especially for more shy speakers – gauge how much eye contact is appropriate for any given situation. Combine eye contact with smiles and other non-verbal messages to encourage the speaker.



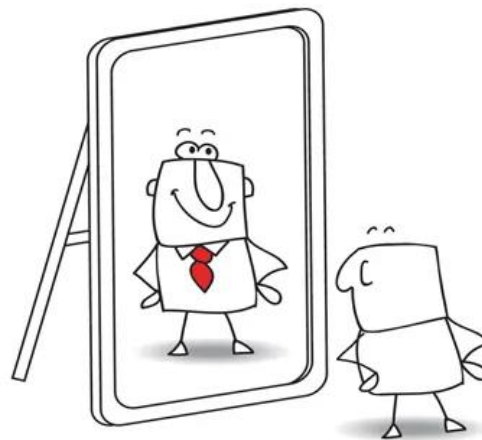
Signs of Active Listening

- ▶ Posture
- ▶ Posture can tell a lot about the sender and receiver in interpersonal interactions.
- ▶ The attentive listener tends to lean slightly forward or sideways whilst sitting.
- ▶ Other signs of active listening may include a slight slant of the head or resting the head on one hand.



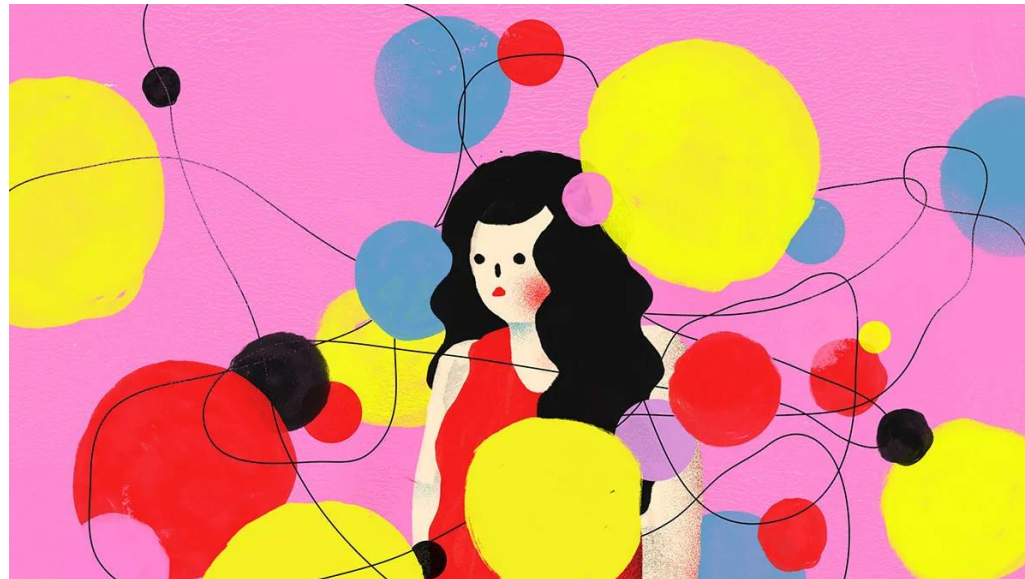
Signs of Active Listening

- ▶ Mirroring
- ▶ Automatic reflection/mirroring of any facial expressions used by the speaker can be a sign of attentive listening.
- ▶ These reflective expressions can help to show sympathy and empathy in more emotional situations.
- ▶ Attempting to consciously mimic facial expressions (i.e. not automatic reflection of expressions) can be a sign of inattention.



Signs of Active Listening

- ▶ (No) Distraction
- ▶ The active listener will **not** be **distracted** and therefore will refrain from fidgeting, looking at a clock or watch, doodling, playing with their hair or picking their fingernails.



Verbal Signs of Attentive or Active Listening

- ▶ Positive Reinforcement
- ▶ Although a strong signal of attentiveness, caution should be used when using positive verbal reinforcement.



Verbal Signs of Attentive or Active Listening

- ▶ Positive Reinforcement
- ▶ Although some positive words of encouragement may be beneficial to the speaker the listener should use them sparingly so as not to distract from what is being said or place unnecessary emphasis on parts of the message.

Verbal Signs of Attentive or Active Listening

- ▶ Positive Reinforcement
- ▶ Casual and frequent use of words and phrases, such as: 'very good', 'yes' or 'indeed' can become irritating to the speaker.
- ▶ It is usually better to elaborate and explain why you are agreeing with a certain point.

Verbal Signs of Attentive or Active Listening

- ▶ Remembering
- ▶ The human mind is notoriously bad at remembering details, especially for any length of time.

Verbal Signs of Attentive or Active Listening

- ▶ Remembering
- ▶ However, remembering a few key points, or even the name of the speaker, can help to reinforce that the messages sent have been received and understood – i.e. listening has been successful.

Verbal Signs of Attentive or Active Listening

- ▶ Remembering
- ▶ Remembering details, ideas and concepts from previous conversations proves that attention was kept and is likely to encourage the speaker to continue.
- ▶ During longer exchanges it may be appropriate to make very brief notes to act as a memory jog when questioning or clarifying later.

Verbal Signs of Attentive or Active Listening

- ▶ Questioning
- ▶ The listener can demonstrate that they have been paying attention by asking relevant questions and/or making statements that build or help to clarify what the speaker has said. By asking relevant questions the listener also helps to reinforce that they have an interest in what the speaker has been saying.

Verbal Signs of Attentive or Active Listening

- ▶ Reflection
- ▶ Reflecting is closely repeating or paraphrasing what the speaker has said in order to show comprehension.
- ▶ Reflection is a powerful skill that can reinforce the message of the speaker and demonstrate understanding.

Verbal Signs of Attentive or Active Listening

- ▶ Clarification
- ▶ Clarifying involves asking questions of the speaker to ensure that the correct message has been received.
- ▶ Clarification usually involves the use of open questions which enables the speaker to expand on certain points as necessary.

Verbal Signs of Attentive or Active Listening

- ▶ Summarization
- ▶ Repeating a summary of what has been said back to the speaker is a technique used by the listener to repeat what has been said in their own words.
- ▶ Summarizing involves taking the main points of the received message and reiterating them in a logical and clear way, giving the speaker chance to correct if necessary.
- ▶ _____
- ▶ Ref: <https://www.skillsyouneed.com/ips/listening-skills.html>