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
_____ what you hear to yourself.	• Relate the information to your _____ • Use your own _____ to understand new information. • _____ yourself using the information in the future.
_____ as you listen.	• _____ and _____ throughout the presentation. • Start thinking of _____ you want to _____ the speaker later. • _____ the speaker's direction, but do not jump to conclusions. • If prediction is wrong, decide what _____ you.
Use _____ and _____ devices to remember important detials.	• Make an _____ - a vivid mental image- that will help you remember. • Use a _____ device - a rhyme, acronym (word formed from initials), or other wordplay.
Take _____.	• Do not write every _____ or quotation verbatim. Use your own words (paraphrase), and focus on key phrases. • Develop a consistent _____ you can use every time you take notes.
Give the speaker and yourself _____.	• Use _____ such as eye contact or a nod to show that you are listening. • Courteously _____ or ask questions when the speaker gives you the opportunity to do so. • Always assess your _____. Were you impressed, irritated, or neutral? Why?

Characteristics of Listening

1. _____ Listening - the listener participates fully in the communication process. You listen attentively, provide feedback, and strive to understand and remember messages.

2. _____ 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. _____ Listening - short bursts of active listening are interrupted by noise and other distractions. They intend to pay attention, but allow their minds to wander.

Kinds of Listening

Goal is enjoyment and helps a person relax.

Used in social situations like concerts, plays, or sporting events.

Listening for fun.

Listening to enjoy, or appreciate, a speaker's message or performance.

Used when listening to announcements or getting directions.

Used when listening to lectures in class.

Also called comprehensive listening.

Listening to comprehend ideas and information in order to achieve a specific pupose or goal.

Listening to understand, participate in and enhance a relationship.

Usually used in interactions between two people or a small group.

Goal is to develop understanding and appreciation of the meanings & feelings of sender.

You try to put yourself in another person's place, but not necessarily agree with them.

Listening to understand, analyze, and evaluate messages.

Used when receiving and evaluating persuasive messages.

Also called evaluative listening.

Makes you think.

Name _____

Listening Notes

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

Usually a person only remembers about _____ of what is said to them. After eight hours they forget another _____ to _____ of what was originally grasped.

Definition of Listening: It is a _____ and _____ process that involves _____, _____, and _____ to symbolic messages from others.

Listening is important because it will help you in:

a.

b.

c.

d.

e.

Misconceptions	Fact
Listening and hearing are the same thing.	Hearing is the first step and does not imply _____.
Listening is easy or automatic.	Listening is a complex process that requires _____, _____, and _____.
Listening develops naturally.	Learned skills and behaviors that can be _____.
Anyone can listen well if he or she really tries.	Without needed skills, may not be able to listen _____.
The speaker is primarily responsible for the message and for the success of the interaction.	Speaker and listener share _____. Listeners may have to compesate for sender's lack of ability.
If that's what I heard, then that's what you said!	Cannot _____ 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 _____, but not remembering may or may not be related to faulty listening.

Steps in the Listening Process

1. _____

Usually involves _____ which is the reception of sound.

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

2.

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

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

3.

_____ 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.

4.

Listener's internal emotional and intellectual _____ 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

Factors that affect the listening process:

Noise: Internal & External distractions

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

Memory: 3 types

_____: Recalling information for a brief period of time.

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

_____: Recalling information from past experience.