Listening Notes

Listening and hearing are the same thing.

The speaker is primarily responsible for the message and for the success of the interaction.

Listening is easy.

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.

This means that most people typically forget ________ of what they hear.

Listening is important because it will help you in:

a.

b.

c.

d.

e.

<table>
<thead>
<tr>
<th>Misconceptions</th>
<th>Fact</th>
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<tbody>
<tr>
<td>Listening and hearing are the same thing.</td>
<td>Hearing is the first step and does not mean that you ___________________________ what you hear.</td>
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<tr>
<td>Listening is easy.</td>
<td>Listening is a complex process that requires ___________________________ and __________________________.</td>
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<tr>
<td>The speaker is primarily responsible for the message and for the success of the interaction.</td>
<td>Speaker and listener share ____________________________. A listener may have to ___________________________ for sender’s lack of ability.</td>
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Steps in the Listening Process

1. The reception of sound.
2. The act of choosing to focus your attention on a message.
3. Deciding what the message means to you.
4. Your reaction to the message. It can be emotional and intellectual.

Definition of Listening: It is a ________________ and ________________ process that involves ________________ to listen, ________________, and ________________ to symbolic messages from others.
Factors that affect the listening process:

Noise: Internal & External ____________________________.

Barriers: ________________ listening and understanding.
Unfamiliar 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.

Kinds 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.

Techniques for Active Listening

<table>
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<th>Strategy</th>
<th>Examples</th>
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| _________ what you hear to yourself. | • Relate the information to your _______________ experience.  
• Use your own _______________ to understand new information.  
• _______________ using the information in the future. |
| _________ as you listen. | • _______________ throughout the presentation. |
| Use _______________ | • _______________ things in your mind - see it.  
• Use a _______________ device - a rhyme, acronym (word formed from initials), or other wordplay. |
| Take _______________ | • Do not write every word - _______________ - focus on key phrases.  
• Use the same method for taking notes. |
| Give _______________ | • Show others you are listening with ________________, eye contact and ask _________________. |
Kinds of Listening

Listening to understand, analyze, and evaluate messages.
Used when receiving and evaluating persuasive messages.
It should make you think.

Listening to comprehend ideas and information in order to achieve a specific purpose or goal.
Used when you need to remember something important.

Listening to enjoy, or appreciate, a speaker's message or performance.
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 comprehend ideas and information in order to achieve a specific purpose or goal.
Used when listening to lectures in class.

Listening to enjoy, or appreciate, a speaker's message or performance.
Listening for fun.
Used in social situations like concerts, plays, or sporting events.
Goal is enjoyment and helps a person relax.

Listening to comprehend ideas and information in order to achieve a specific purpose or goal.
Used when listening to announcements or getting directions.

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.

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