

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.

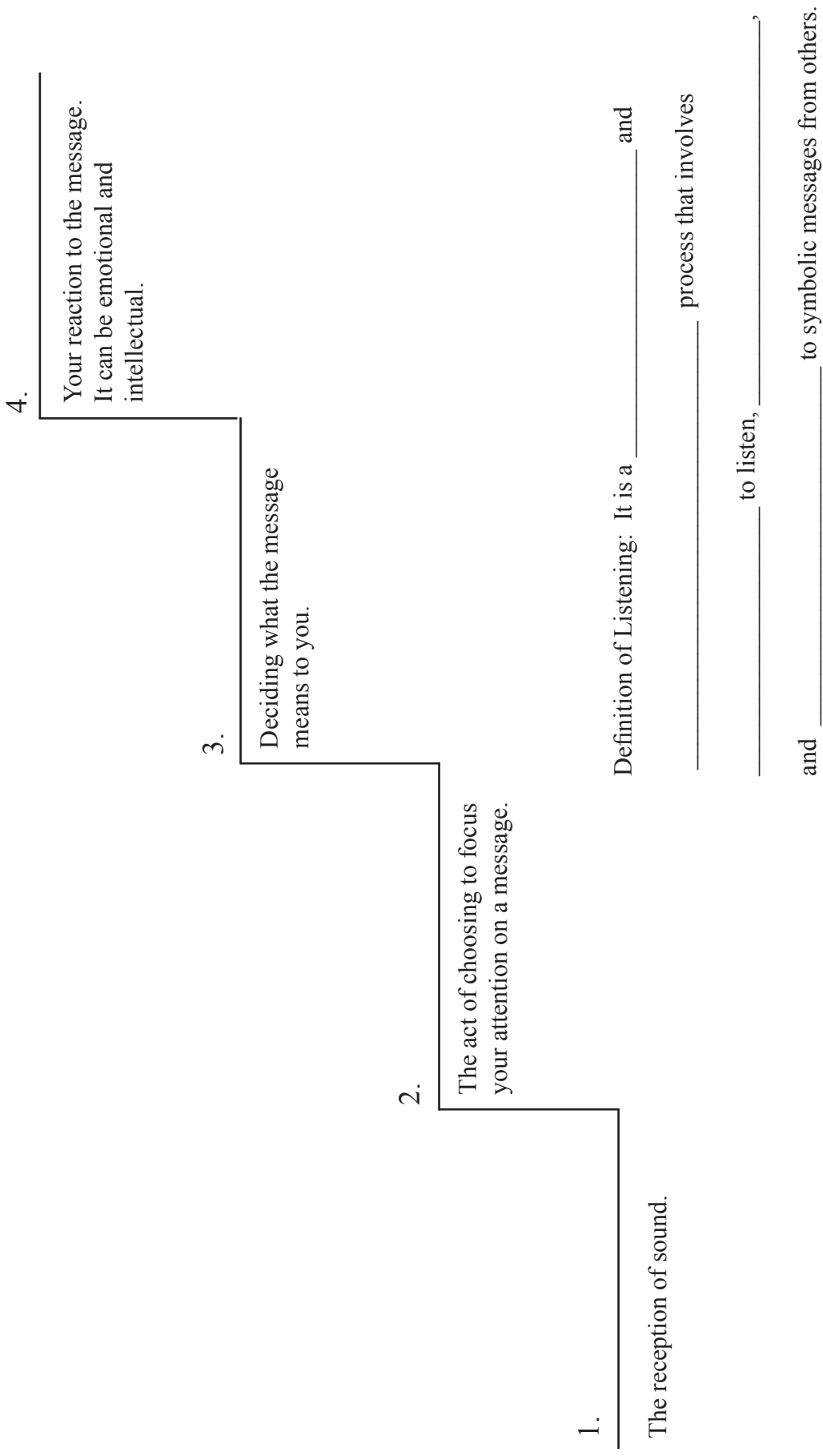
This means that most people typically forget _____ of what they hear.

Listening is important because it will help you in:

- a.
- b.
- c.
- d.
- e.

Misconceptions	Fact
Listening and hearing are the same thing.	Hearing is the first step and does not mean that you _____ what you hear..
Listening is easy.	Listening is a complex process that requires _____, _____ and _____.
The speaker is primarily responsible for the message and for the success of the interaction.	Speaker and listener share _____. A listener may have to _____ for sender's lack of ability.

Steps in the Listening Process



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

Strategy	Examples
_____ what you hear to yourself.	<ul style="list-style-type: none"> • Relate the information to your _____ experience. • Use your own _____ to understand new information. • _____ using the information in the future.
_____ as you listen.	<ul style="list-style-type: none"> • _____ throughout the presentation.
Use _____	<ul style="list-style-type: none"> • _____ things in your mind - see it. • Use a _____ device - a rhyme, acronym (word formed from initials), or other wordplay.
Take _____.	<ul style="list-style-type: none"> • Do not write every word - _____ - focus on key phrases. • Use the same method for taking notes.
Give _____.	<ul style="list-style-type: none"> • Show others you are listening with _____, eye contact and ask _____.

