

Name _____

Listening Notes



Of the time spent communicating each day, 45% is devoted to listening.

Usually a person only remembers about 50% of what is said to them.

After eight hours they forget another 1/2 to 1/3 of what was originally grasped.

This means that most people typically forget 75 % of what they hear.

Listening is important because it will help you in:

- school**
- on the job**
- social groups and organizations**
- relationships**
- making informed decisions**

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

Steps in the Listening Process

4. Responding

Your reaction to the message.
It can be emotional and intellectual.

3. Understanding

Deciding what the message means to you.

2. Choosing

The act of choosing to focus your attention on a message.

1. Hearing

The reception of sound.

Definition of Listening: It is a **physical** and

psychological process that involves

choosing to listen, **understanding**,

and **responding** to symbolic messages from others.

Factors that affect the listening process:

Noise: Internal & External distractions.

Barriers: Blocks listening and understanding.

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

Memory: 3 types

Immediate : Recalling information for a brief period of time.

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

Long term : Recalling information from past experience.

Kinds of listening

1. Active Listening - the listener participates fully in the communication process. You listen attentively, provide feedback, and strive to understand and remember messages.
2. Passive 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. Impatient 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
<u>Apply</u> what you hear to yourself.	<ul style="list-style-type: none">• Relate the information to your <u>personal</u> experience.• Use your own <u>knowledge</u> to understand new information.• <u>Imagine</u> using the information in the future.
<u>Think</u> as you listen.	<ul style="list-style-type: none">• <u>Summarize</u> throughout the presentation.
Use <u>associations</u>	<ul style="list-style-type: none">• <u>Picture</u> things in your mind - see it.• Use a <u>mnemonic</u> device - a rhyme, acronym (word formed from initials), or other wordplay.
Take <u>notes</u> .	<ul style="list-style-type: none">• Do not write every word - <u>paraphrase</u> - focus on key phrases.• Use the same method for taking notes.
Give <u>feedback</u> .	<ul style="list-style-type: none">• Show others you are listening with <u>body language</u>, eye contact and ask <u>questions</u>.

