Listening Notes



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

Usually a person only remembers about $\underline{50\%}$ of what is said to them.

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

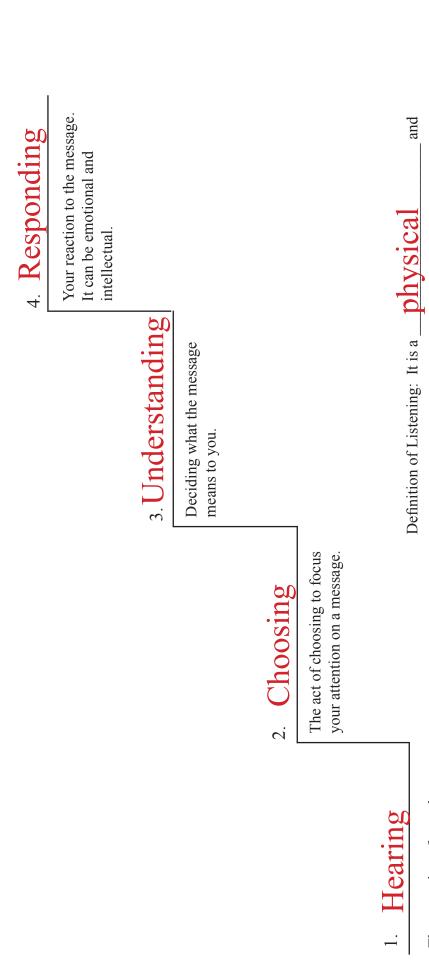
This means that most people typically forget $\frac{75\%}{0}$ of what they hear.

Listening is important because it will help you in:

- a. school
- ь. on the job
- c social groups and organizations
- d. relationships
- e. 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 energy , effort and skills .
The speaker is primarily responsible for the message and for the success of the interaction.	Speaker and listener share responsibility. A listener may have to make up for sender's lack of ability.

Steps in the Listening Process



to symbolic messages from others.

and responding

choosing to listen, understanding

_ process that involves

psychological

The reception of sound.

Factors that affect the listening process:

Noise: Internal & External distractions _____.

Barriers: Blocks listening and understanding.

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

Memory: 3 types

<u>Immediate</u>: 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. <u>Active</u> Listening the listener participates fully in the communication process. You listen attentively, provide feedback, and strive to understand and remember messages.
- 2. <u>Passive</u> 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. <u>Impatient</u> 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
Apply to yourself. what you hear	 Relate the information to your <u>personal</u> experience. Use your own <u>knowledge</u> to understand new information. <u>magine</u> using the information in the future.
Think as you listen.	• <u>Summarize</u> throughout the presentation.
Use <u>associations</u>	 Picturethings in your mind - see it. Use amenomic device - a rhyme, acronym (word formed from initials), or other wordplay.
Take <u>notes</u> .	 Do not write every word - <u>paraphrase</u> - focus on key phrases. Use the same method for taking notes.
Give <u>feedback</u> .	Show others you are listening with body language, eye contact and ask questions

