



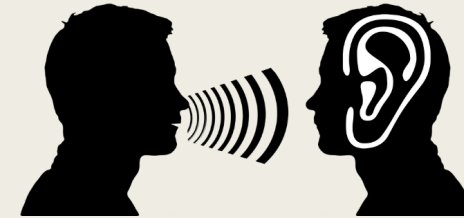
PART II

# LISTENING SKILLS

Communicating with people at work



## THE COMPONENTS OF LISTENING SKILLS



1. **Hearing:** The physiological process of receiving sound and or other stimuli.
2. **Attending:** The conscious and unconscious process of focusing attention on external stimuli.
3. **Interpreting:** The process of decoding the symbols or behavior attended to.
4. **Evaluating:** The process of deciding the value of the information to the receiver.
5. **Remembering:** The process of storing the appropriate information for immediate or future use.
6. **Responding:** The process of giving feedback to the source and or other receivers.



# LISTENING VS. HEARING



## ■ Differences between listening and hearing –

1. Hearing - a physical process that is natural and passive
2. Listening - a physical & mental process of evaluating information  
- it is an active and acquired process – a skill in itself
3. Discretionary - the person must choose to listen – it requires effort.



## ELEMENTS OF LISTENING SKILLS



### ■ GOOD LISTENING REQUIRES –

1. *Attitude* - *Actively maintain a constructive Attitude – willing to listen*
2. *Attention* - *Strive to stay focused*
3. *Adjustment* - *A capacity to evaluate what is heard.*

### ■ POOR LISTENING OFTEN RESULTS IN –

1. *Misunderstanding or only partial understanding*
2. *Making wrong decisions or bad judgement, and*
3. *Creating potential conflict between people involved.*

If the listener  
is not  
interested,  
nothing is  
heard



# LISTENING IS A REQUIREMENT EVERYDAY



## ■ Importance of listening skills as it forms the basis of –

1. Continued learning at work
2. Teamwork skills and team cooperation
3. Management skills in dealing with stakeholder
4. Selling skills when dealing with customers and
5. Negotiation skills for getting the best out of any transaction.



**Are you listening?**



## PEOPLE ASSUME THEY HAVE LISTENING SKILLS

■ 70% of most communication to the listener is either –

1. Not heard
2. Misunderstood
3. Misinterpreted
4. Rejected
5. Distorted

Customer's orders misunderstood

Work instruction misinterpreted

Requests ignored or misinformed

Distortion of importance and relevance

Conflict  
Delays  
Errors



## LISTENING IS ACTIVE AND BY CHOICE

- Listening is a choice – we choose to listen or not –

- *Listening is a choice and is an active process. It is a 3 – step process.*

1. CHOOSE TO HEAR – PAY ATTENTION
2. UNDERSTAND THE INFORMATION
3. JUDGE THE UNDERSTANDING



- *A person can always choose not to listen.*



## WHAT ACTIVE LISTENING IS

- Active listening is –

1. *Listening to another person to get understanding and to respond*
2. *Focused Attention that signals acknowledgement*
3. *Listening that requires certain behaviors of the listener.*





## INFORMATION ON HEARING AND LISTENING



### ■ Interesting facts about hearing and listening -

1. *We listen at 125 – 250 words per minute (wpm), but think at 1000 – 3000 wpm*
2. *75% of the time we are distracted, preoccupied or forgetful*
3. *20% of the time, we remember what we hear*
4. *More than 35% of businesses think listening is a top skill for success*
5. *Less than 2% of people have had formal training on listening skills.*



## BENEFITS OF ACTIVE LISTENING



- Our brain works four times the speed that someone can speak.

**You have to actively focus on listening so that your mind doesn't wander away.**

1. *Gathers important information*
2. *Shows understanding*
3. *Builds trust and relationships*





## APPLICATIONS OF ACTIVE LISTENING

■ Apply active listening skills when there are –

1. *Organizational Crises such as loss of operating licenses*
2. *Conflict situations e.g. contractors refusal to work*
3. *Giving and receiving feedback from customers*
4. *Brainstorming, problem solving situations, and*
5. *Seeking or requesting peer cooperation.*





# ACTIVE AND EFFECTIVE LISTENING 1



**1. Finding areas of interest.**

**The Poor Listener:**

The Good Listener:

**Tunes out dry topics.**

Seizes opportunities: "What's in it for me?"

**2. Judge content, not delivery.**

**The Poor Listener:**

The Good Listener:

**Tunes out if delivery is poor.**

Judges content, skips over delivery errors.

**3. Hold your fire.**

**The Poor Listener:**

The Good Listener:

**Tends to enter into argument.**

Doesn't judge until comprehension is complete.

**4. Listening for ideas.**

**The Poor Listener:**

The Good Listener:

**Listens for facts.**

Listens for central theme.

**5. Be a flexible note taker.**

**The Poor Listener:**

The Good Listener:

**Is busy with form, misses content.**

Adjusts to topic and organizational pattern.



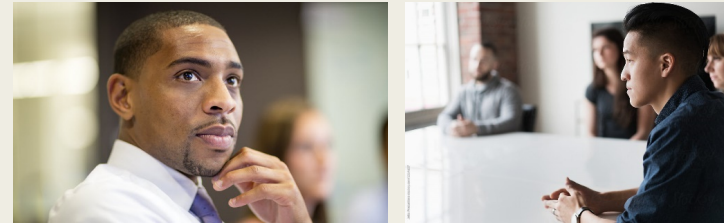
## ACTIVE AND EFFECTIVE LISTENING 2



- 6. Work at listening.**  
**The Poor Listener:** Shows low or no energy, fakes attention  
**The Good Listener:** Diligent, focused, and attentive; exhibits alertness.
- 7. Resist distractions.**  
**The Poor Listener:** Is distracted easily.  
**The Good Listener:** Fights or avoids distractions; tolerates bad habits in others; knows how to concentrate.
- 8. Exercise your mind.**  
**The Poor Listener:** Resists difficult material; seeks light, recreational material.  
**The Good Listener:** Uses heavier material as exercise for the mind.
- 9. Keep your mind open.**  
**The Poor Listener:** Reacts to emotional words.  
**The Good Listener:** Interprets emotional words; does not get hung up on them.
- 10. Thought is faster than speech; use it.**  
**The Poor Listener:** Tends to daydream with slow speakers.  
**The Good Listener:** Challenges, anticipates, mentally summarizes, weighs the evidence, listens between the lines to tone and voice.



## AN ACTIVE LISTENER



### ■ To be an active listener, one must–

1. *Be there – present*
2. *Pay attention to the person speaking*
3. *Accept the person and his or her feelings*
4. *Stay with the other person's point of view without becoming that person*
5. *Evaluate the information from the speaker.*

Based  
on your  
listening:

Summarize  
our  
discussion in  
the past 45  
minutes.



# COMMUNICATING FEEDBACK



- Giving feedback such as asking questions are important to give a personal understanding of the discussion or speech. Some people do not engage in giving feedback. This can be due to any of the following –

1. *Not having all the facts and jumping to conclusions*
2. *Worries of others becoming defensive or angry*
3. *Fear of negative consequences (especially if the other person is a supervisor)*
4. *Worry of dealing with potential conflict (especially if the other person is aggressive)*
5. *Wanting to avoid hurting feelings of others*
6. *Preserving relationships*
7. *Waiting for the right time so that the other person is most receptive*
8. *Being too shy, fear of being irrelevant.*
9. *Not being able to separate the person from the issue being discussed.*



## LEARNING REVIEW 3 – listening skills

	Statement for analysis	True	False
1	Listening is about paying attention to the speaker and not to appear rude.		
2	Some people just hear and do not listen.		
3	Other people listen but do not hear.		
4	Hearing is selective listening.		
5	Active listening is hearing to gather information.		
6	Active listening is about understanding what the speaker is conveying.		
7	A listener can show interest but is not listening.		
8	Distraction is a cause for poor listening skills.		
9	Giving instructions to workers require active listening skills of the manager.		
10	Poor listening skills is more of a problem for the workers than for the manager.		



## ASSIGNMENT 3

- In your operating department there are some 20 people responsible for different activities every day. *Explain how you would ensure that every one has no communication issue with one another relating to company business or activities.*

## REAL LIFE SITUATIONS – self reflection 2

	Situation for analysis	Communication Issues	Proposed Solution – what can be done
1	Sometimes when people talk, they don't always say exactly what they mean. The listener must figure out what the speaker really means. <b>Explain.</b>		