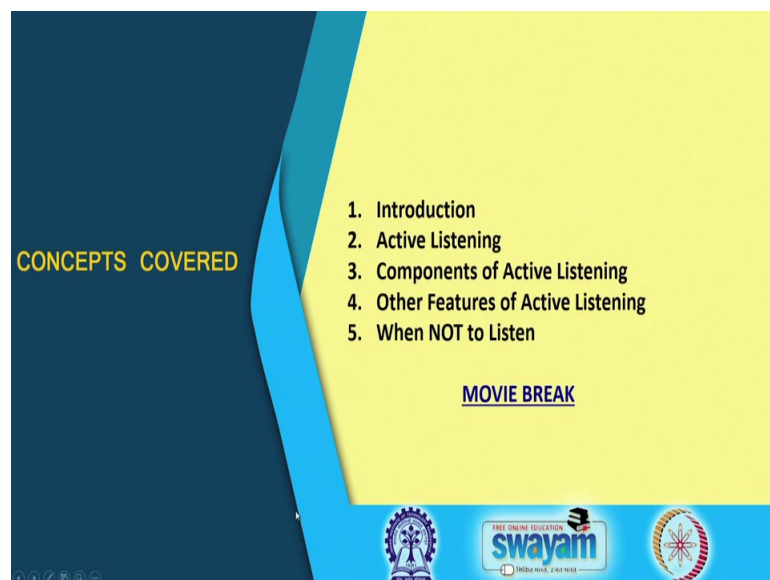


Employment Communication- A Lab Based Course
Prof. Seema Singh
Department of Humanities and Social Sciences
Indian Institute of Technology, Kharagpur

Lecture – 14
Listening Skills: Conclusion

Hello everybody, welcome back to the course on Employment Communication. Today we will be completing the topic on listening skills; this is lecture 14 - Conclusion to Listening Skills.

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So, since we will be revising whatever we have learnt or gone through in the previous lecture 13, we will begin with a brief introduction, cover the important topic of active listening; what are the components of active listening and other features of active listening and when you should not listen.

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CONCEPTS COVERED

PART II

- Decoding
- Essentials for good listening
- Deterrents to the Listening Process
- Feedback
- Helping yourself to listen
- Active ways of listening
- Summary Questions
- Developing your skills as a listener
- Importance of Listening
- Why do we Listen?
- Factors important in developing good Listening Skills

The slide features a dark blue background on the left with the text 'CONCEPTS COVERED' in yellow. The right side has a light yellow background with a list of concepts. At the bottom, there are logos for the Ministry of Education, Government of India, and the Swayam initiative.

After that there will be a short movie break, and then we move further to essentials for good listening; deterrents to the listening process; feedback; helping others to listen; helping yourself to listen. What are the active ways of listening; some questions which show how you are summarizing what you have heard; developing your skills as a listener and importance of listening. Before we conclude we will also consider why do we listen and the factors which are important in developing good listening skills.

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Listening Skills: Introduction

School teaches us to read, write, and speak, but rarely focuses on the skill of listening

This omission is unfortunate as listening skills are the most important foundation for any relationship, including working on a team

Listening often misunderstood as a passive activity

Better to view listening an *active* experience that requires attentive engagement with the speaker

The slide has a yellow background with a dark blue curved shape on the right side. It contains the title 'Listening Skills: Introduction' and four paragraphs of text. At the bottom, there are logos for the Ministry of Education, Government of India, and the Swayam initiative.

So, let us introduce you to the topic of listening skills once again. You see that as you have gone through the pedagogical process in school, we have learnt to read, write and speak. But really has anybody or any teacher in fact, focused on the skill of developing our listening skills. Nobody has taught listening or had us have lessons on improving our listening skills. This is quite unfortunate because listening skills is the most important foundation for any relationship. A good listener is a good speaker, is in turn also a good reader and writer. Apart from one to one relationship, good listening skills also is looked forward to those who would like to have you in the team.

It is often been understood as a misunderstood as a passive activity, but the fact is that it is the active process, it is an active process. And you have to willfully, cognitively, physiological, psychology involve yourself in this process to be a good listener. So, advice is it is better to view listening an active experience, which requires attentive engagement with the speaker, constant engagement with the speaker. We have four components to be an active listener.

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Active Listening

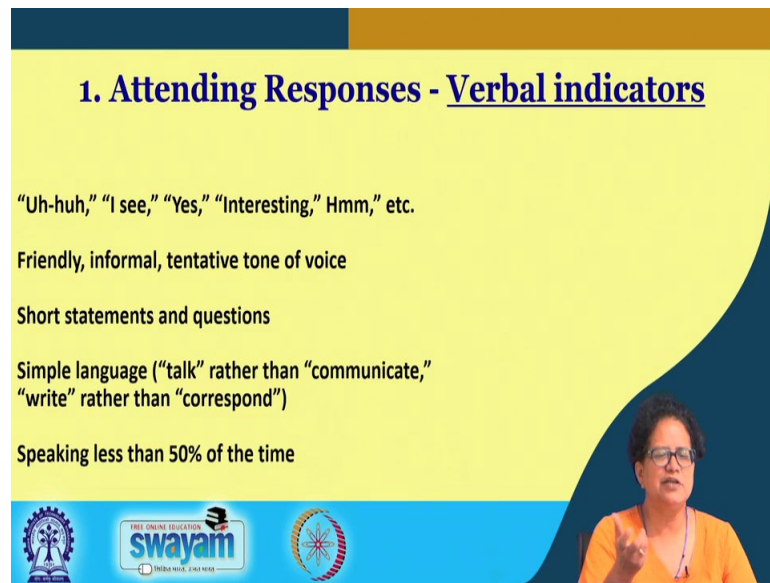
Four key components to active listening

1. Attending responses
2. Open-ended responses
3. Tracking responses
4. Summarizing responses

The slide features a yellow background with a dark blue curved shape on the right side. At the bottom, there are logos for Swamyam (Free Online Education) and other educational institutions, along with a small video inset of a woman in an orange shirt.

And to show that you are an active listener, you have only four ways of responding. First is attending responses, second open-ended responses, third tracking responses and last is summarizing responses.

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1. Attending Responses - Verbal indicators

"Uh-huh," "I see," "Yes," "Interesting," "Hmm," etc.

Friendly, informal, tentative tone of voice

Short statements and questions

Simple language ("talk" rather than "communicate,"
"write" rather than "correspond")

Speaking less than 50% of the time

The slide features a yellow background with a dark blue curved shape on the right side. At the bottom, there is a blue banner with logos for 'swayam' (Free Online Education) and 'MHRD' (Ministry of Human Resource Development). A video inset in the bottom right corner shows a woman with glasses and a yellow top speaking.

Let us go to these in detail as far as, attending responses are concerned they are of two types first the verbal aspect of it: what are the verbal indicators which show that you are actively responding and a good listener. Utterances, non-fluency such uh-huh, I see, yes, interesting hmmm; these are some of the verbal indicators which shown you to be attentive.

And you have a friendly informal tentative tone of voice for such speakers, you make short statements and ask questions. You use simple language for example, instead of word communicate will you talk instead of correspondence you use right. And a good listener is of course, one who speaks less than 50 percent of the time.

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1. Attending Responses – Non Verbal indicators

Head nods & tilted head

Suitable facial expressions & natural smile

Open posture (rather than crossed arms)

Open palms (rather than clenched fists or fidgeting)

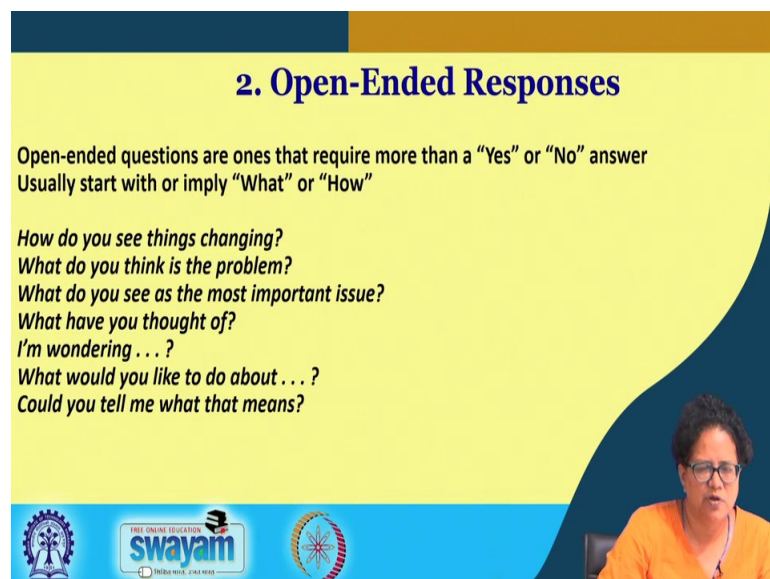
Regular eye contact (but don't stare)

Gestures that suit the context

Appropriate distance (usually arm's length)

If we come to the nonverbal indicators, head nods and tilted head this side or maybe that side head nods of course, suitable facial expression and a natural smile open posture rather than this one crossed arms. Open palms rather than clenched fists or keeping on fidgeting or moving in your chair or in your position, regular eye contact, but not staring and gestures gesticulations with your hands which suit the context- appropriate distance. This is usually an arm's length which is one and half feet or let us say 18 inches something like that.

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2. Open-Ended Responses

Open-ended questions are ones that require more than a "Yes" or "No" answer
Usually start with or imply "What" or "How"

How do you see things changing?

What do you think is the problem?

What do you see as the most important issue?

What have you thought of?

I'm wondering . . . ?

What would you like to do about . . . ?

Could you tell me what that means?

What are the open-ended responses which you can emit? These are the open-ended questions which you can ask. Open ended questions are those questions which require more than yes no answer. They are not close ended. For example, are you married either yes or no that is a close ended response. Open ended question are otherwise. They usually start or imply what or how for example, the questions which are given on this slide.

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2. Open-Ended Responses: Be cautious with ques.

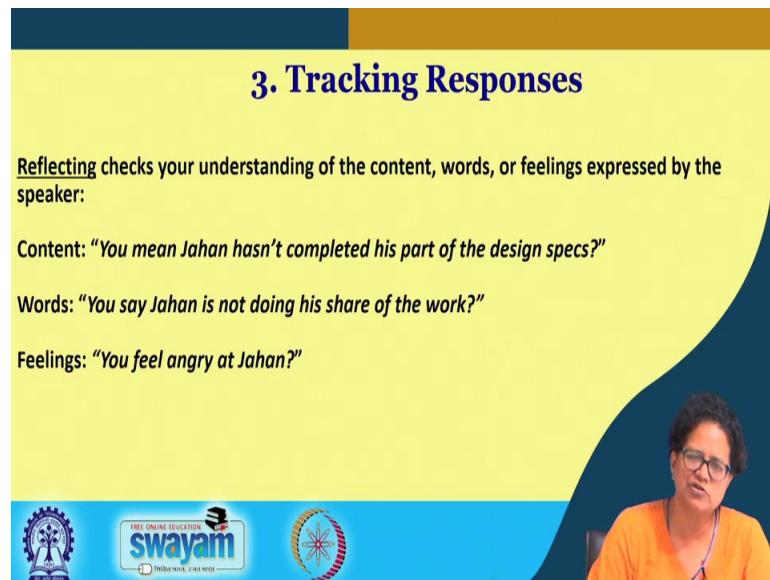
- Avoid leading questions that suggest you know the answer to the question (e.g., *You don't really want to do that do you?*)
- Avoid *why* questions that imply judgments about the speaker's actions or motives (e.g., *Why didn't you try to solve the problem that way?*)
- Avoid too many questions as that may suggest to the speaker that they are being interrogated

The slide features a yellow background with a dark blue curved shape on the right side. At the bottom, there is a blue banner with logos for 'swayam' (Free Online Education) and 'INDIA WISE, CHANGING'.

And thinking about or talking about questions a word of advice here a word of caution; be cautious with the use of your questions. The first is avoid leading questions that suggest that you know the answer to the question, but still you are asking the question. So, if you are going to say something like you do not really want to do that do you? It is not nice.

Avoid why questions that implies judgments about the speaker's actions, motives or may be even intellect or intellectual capacity. For example, why did not you try to solve the problem that way? Number 3 is to avoid too many questions because that may suggest to the speaker that he is in the witness box. The speaker is being interrogated by you.

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3. Tracking Responses

Reflecting checks your understanding of the content, words, or feelings expressed by the speaker:

Content: "You mean Jahan hasn't completed his part of the design specs?"

Words: "You say Jahan is not doing his share of the work?"

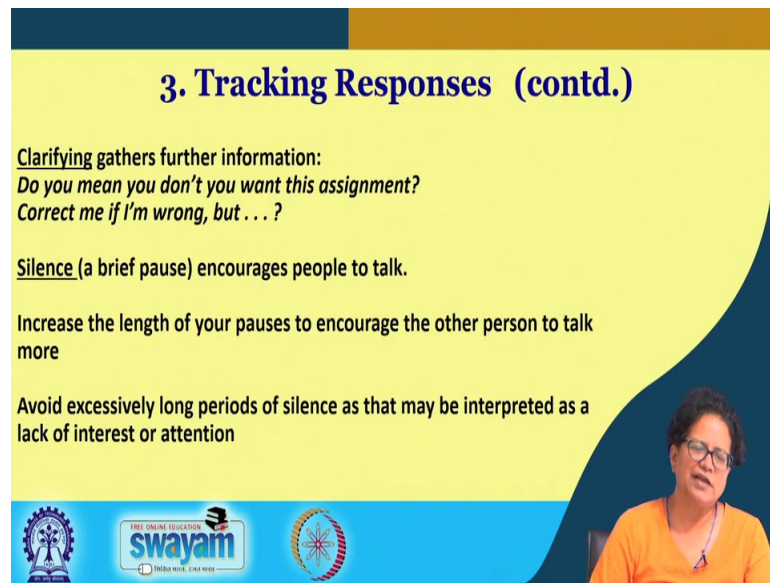
Feelings: "You feel angry at Jahan?"

The slide features a yellow background with a dark blue curved shape on the right side. At the bottom, there is a blue banner with logos for 'swayam' (Free Online Education) and 'Maha Nika, Jai Hind'.

So, this is an advice - avoid asking too many questions. We come to the third type of responses which are tracking responses and it shows that you are a reflective person. You are reflecting, you are thinking. Because you are checking your understanding from time to time on the content, words and feelings aspect as expressed by the speaker. For example, if you have this question, you mean Jahan has not completed his part of the design specs? It shows you are concerned about content. Content of the message from the speaker.

On the other hand number 2; suppose you say suppose you say you say Jahan is not doing his share of the work and question at the end. And use the word say instead of mean in the first instance. You are talking about the exact words that have been used by the speaker and if you are thinking about the feelings of the speaker, you may ask a question you feel angrier Jahan is it, is it not? Something like that.

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3. Tracking Responses (contd.)

Clarifying gathers further information:
Do you mean you don't you want this assignment?
Correct me if I'm wrong, but . . . ?

Silence (a brief pause) encourages people to talk.

Increase the length of your pauses to encourage the other person to talk more

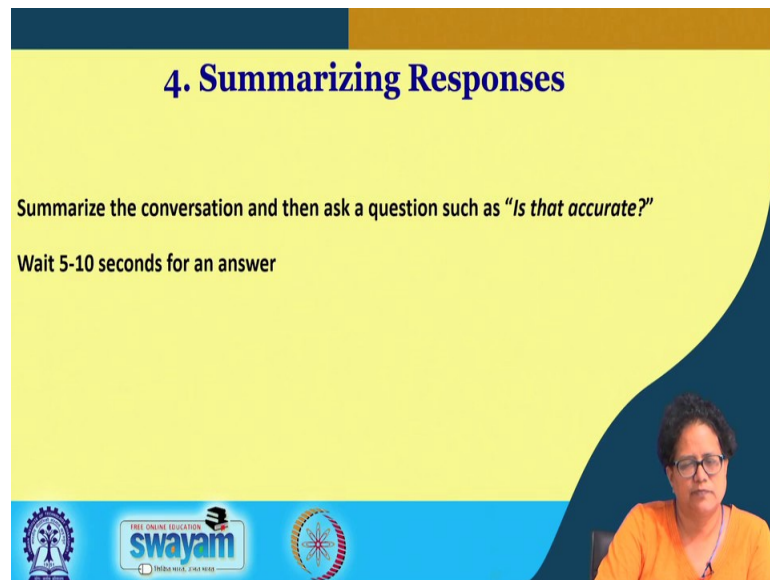
Avoid excessively long periods of silence as that may be interpreted as a lack of interest or attention

The slide features a video inset of a woman with glasses and an orange top in the bottom right corner. At the bottom, there are logos for 'swayam' (Free Online Education) and 'Media Note: Engage'.

We continue on tracking responses apart from reflecting, you may also be trying to clarify so that you are in effect you are gathering further information. For example, questions like, do you mean you do not want this assignment or basically you are paraphrasing whatever the speaker had said. And so, you say correct me if I am wrong, but and then you say whatever is in your mind.

Silence is a very positive tracking response in active listening skills. It is a brief pause and it encourages the people, the other to talk. The advice is to increase the length of your pauses so, that the other know that now it is his or her turn to speak. But if you have too long excessive periods of excessively long periods of silence, it may be interested; it may be understood as lack of interest or attention for the topic under discussion.

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4. Summarizing Responses

Summarize the conversation and then ask a question such as *"Is that accurate?"*

Wait 5-10 seconds for an answer

The slide features a yellow background with a dark blue curved shape on the right side. At the bottom, there is a blue banner containing logos for 'swayam' and 'INDIA WISE, LEAD WISE'. A small video inset of a woman in an orange shirt is visible in the bottom right corner.

The fourth and last one here is summarizing responses and the idea is that you summarize the entire conversation and then ask a question. Is it accurate? And you wait 5 to 10 seconds for an answer.

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Other features of Effective Listening

- Minimize distractions
- Listen with respect
- Avoid assumptions
- Avoid superficial reactions
- Situate facts in context
- Remain focused

The slide features a yellow background with a dark blue curved shape on the right side. At the bottom, there is a blue banner containing logos for 'swayam' and 'INDIA WISE, LEAD WISE'. A small video inset of a woman in an orange shirt is visible in the bottom right corner.

Other features of effective listening are on the slide, the first is to minimize distractions. If you are listening or if you intend to be a good listener do not have something which is distracting you for example, in one ear you have a headphone and you are trying to listen to music as well as listen to the conversation. The second is to practice etiquette - listen

with respect. The third is to avoid assumptions on the speaker; because it starts working in your mind and then you stop listening. Avoid superficial reactions; whatever is stated situate those facts in context and remain focused as we say.

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When NOT to Listen

1. Speaker is verbally abusive
2. Speaker monopolizes conversation
3. Speaker is out of touch with reality

In these sorts of circumstances:

1. Be assertive
2. Point out that the person is behaving inappropriately
3. State that you will not continue conversation unless you are treated with respect
4. In extreme circumstances, end the conversation until the person has calmed down

The slide includes logos for Swamyam and a small video inset of a woman in the bottom right corner.

Sometimes it is advised not to listen and these are 3 kind of scenario which are put here. The first is when the speaker is verbally abusive, you have a right to stop listening. The second is when the speaker is monopolizing the conversation and nobody other can speak and the third is when the speaker is in his own fantastical fantastic world and out of touch with reality.

So, in these situations what you can do is, you can be assertive you can make your point I will not listen. Point out also that the person is behaving inappropriately or unethically and third the state that you will not continue the conversation unless you are treated with respect. In extreme circumstances you can end the conversation until the person has calmed down in case the person is too reactive or emotionally charged. Before we come to the second part, I would like to show you this short video from big bang theory on active listening.

First there was play station a k a PS 1 then PS 2 PS 3 and now PS 4 and that make sense you think after X box there would be X box 2, but no next came X box 360 and now after 360 comes X box 1. Why 1?

Maybe that is only seconds of thought they put in the naming it.

Can you get the butter please?

Yeah, however with the X box 1 I can control my entire entertainment system using voice commands. Up until now I had to use Leonard.

Then get the other one pass the butter.

Hang on, I do not feel like you are taking this dilemma seriously.

Fine, Sheldon you have my undivided attention.

Ok, now the PS 4 is more angular and sleek looking.

No way (Refer Time: 12:09).

It is true, but the larger size of the X box 1 may keep it from overheating.

You would not want your gaming system to overheat?

No, see would you absolutely would not and further more the X box 1 now comes with connect included.

Included?

Yes not sold separately. Although the PS 4 uses cool new GDDR 5 RAM. Well, the X box 1 is using the conventional DDR 3 memory.

Why would they still be using DDR 3. Are they nuts?

See that is what I thought, but then they go and throw in an ESRAM buffer.

Whoa wait a second, who is they?

The X box.

You are kidding.

No, I am not. This ESRAM buffer should totally bridge the 100 gigabit per second bandwidth gap between the 2 RAM types.

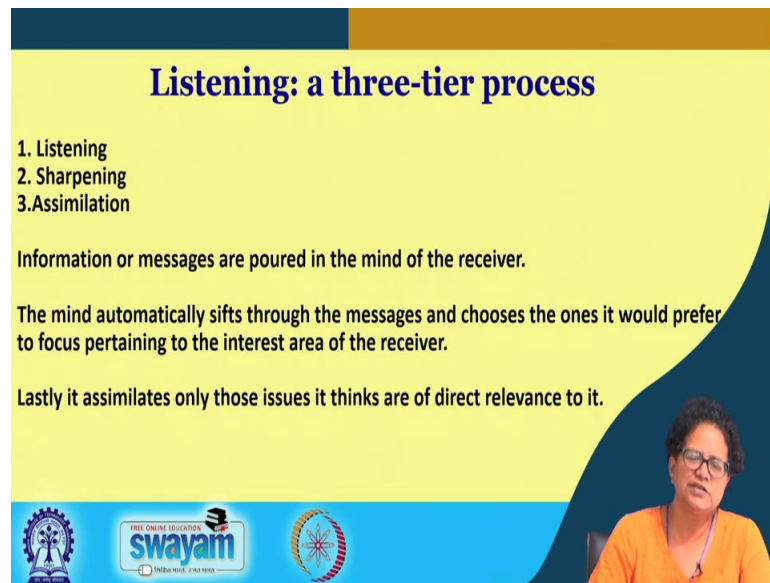
This is a nightmare. How would you ever make a decision?

See, I do not know. What should I do?

Please pass the butter.

So, I hope you enjoyed the video and we will now move on to the next part of the lecture.

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Listening: a three-tier process

1. Listening
2. Sharpening
3. Assimilation

Information or messages are poured in the mind of the receiver.

The mind automatically sifts through the messages and chooses the ones it would prefer to focus pertaining to the interest area of the receiver.

Lastly it assimilates only those issues it thinks are of direct relevance to it.

The slide also features logos for Swamyam and other educational institutions at the bottom.

Listening is a 3 tier process. The first phase is listening that is with your ears and making meaning out of it through a process of critical thinking. The second is sharpening and third is assimilation. What happens in these 3 phases is, the first phase of listening information or messages are poured in the mind of the speaker through the auditory symbol or the stimulus. The mind automatically sifts through the message and chooses the one it would prefer to focus on pertaining to the interest area of the receiver, the unwanted sounds or auditory symbols would be deleted. And last in the process of assimilation only those topics or issues which are relevant will be retained in your memory.

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Essentials for good listening

The primary essential is the cultivation of a positive attitude coupled with the ability to concentrate:

1. Positive attitude
2. Ability to concentrate
3. Enter into the Question-Answer sessions
4. Maintain eye contact
5. Conducive posture

The slide features a yellow background with a dark blue curved border on the right. At the bottom, there are logos for Swamyam and other educational institutions, along with a small video inset of a woman in an orange shirt speaking.

So, the essentials for good listening is 5 here. First is a positive attitude and second ability to concentrate; third to participate in the question answer sessions at the workplace; fourth is to have eye contact with the speaker and to have a conducive posture at the time of listening.

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Essentials for good listening (contd.)

| Essentials | Resultant Features |
|--------------------------|--------------------|
| Positive attitude | Acceptance |
| Concentration | Receptivity |
| Question-Answer sequence | Concentration |
| Direct eye contact | Direct contact |
| Conducive body posture | Attention |

The slide features a yellow background with a dark blue curved border on the right. At the bottom, there are logos for Swamyam and other educational institutions, along with a small video inset of a woman in an orange shirt speaking.

And what are the features what are the features essential to the attitudes or the actions you might be performing through at the time of listening? A positive attitude shows that you are accepting and you have an you have a open personality. If you are concentrating,

it shows that you are receptive once again. Question answers sequence and participating in the question answer session shows that you have concentrated on the presentation or the speech or the conversation. Direct eye contact shows that you are related, you are directly connected in contact with the speaker. And a conducive or a positive and appropriate body posture shows that you have been attentive throughout.

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Deterrents to the Listening Process

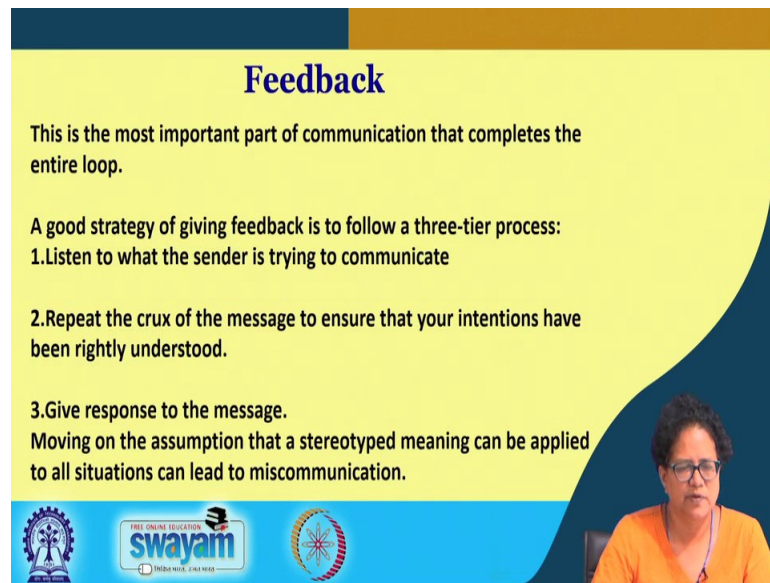
1. Ego
2. Involvement with the self/preoccupation
3. Past, present and future
4. Fear
5. The familiarity trip
6. Stress

The slide features a yellow background with a dark blue curved border on the right side. At the bottom, there are logos for Swamyam (Free Online Education), a circular logo with a gear, and another circular logo with a sun-like design. A small inset image of a woman in an orange shirt is visible in the bottom right corner of the slide.

There are certain deterrents which create problems in the listening processes. And the first is of course, ego. If your ego is high then you not listen you will stop. You will close your mind mentally. Build mental walls (Refer Time: 15:56) against the speaker. The third is involvement with the self or pre-occupation with other thoughts and third is past present future what we mean is, your mind is simply zipping through various time zones.

Fourth is fear or you are afraid and fifth is called the familiar trip what mean is that you say you think or your attitude is I know more than the speaker because I have been there before, I am familiar with this situation. So, I will not listen. And the last is stress; when a person is in stress mentally the person will stop listening.

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Feedback

This is the most important part of communication that completes the entire loop.

A good strategy of giving feedback is to follow a three-tier process:

1. Listen to what the sender is trying to communicate
2. Repeat the crux of the message to ensure that your intentions have been rightly understood.
3. Give response to the message.

Moving on the assumption that a stereotyped meaning can be applied to all situations can lead to miscommunication.

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Now, we come to feedback as we have said in the previous lecture listen skills introduction lecture 13. What we said is that in the communication chart or the communication process, you have the speaker, the listener the message going from speaker to listener and the reverse process is called the feedback. This is the most important part of the communication loop because it completes the communication loop.

And it is advisable to have a strategy so that you can give good feedback through 3 parts 3 staged process. The first is listen carefully to what the speaker is saying. Second repeat the crux of the message, condense it, distill the message and ensure that your intentions or his intentions or her intentions have been rightly measured and the third is give response to the message.

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Feedback

Feedback can be of two types:

1. Confirmatory (chances are high that there has been miscommunication at some stage or the work input is much below expectations for which feedback is given.)
2. Corrective feedback

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Feedback can be of 2 types this is in simple terms. First is confirmatory that is you try to confirm what you have heard is right or wrong, and the second is corrective feedback. You cross the speaker and you try to put him or her in the correct track or in the right mood.

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Helping yourself to listen

There are three main ways of attending: physically, psychologically and verbally

1. Attending physically: Following factors are important for physical attending: Facing the speaker squarely, maintaining good eye contact, maintaining an open posture, remaining relatively relaxed.
2. Attending psychologically: To attend psychologically one needs to develop an ability to concentrate on the speaker and to what is being said, how it is being said, what is not being said, what feelings and emotions are being expressed or not.

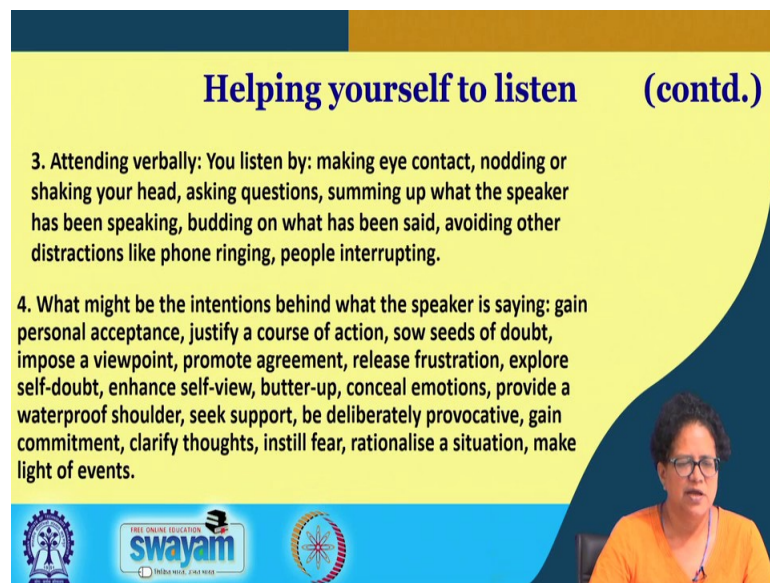
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How can you help yourself to listen? And in this slide we have listed 3 main ways of attending or being a good active listener. The first is physically. Physically you have to be in fact, in the same dimension. The following factors are important for physically

attending to a conversation. Face the speaker squarely, maintain good eye contact, open posture and be more or less relaxed.

When we come to the psychological aspect of how to be a good listener, the advice is to develop on your ability to concentrate on what the speaker is saying and what is exactly being said. How it is being said, what is not being said, what feelings and emotions are being expressed or what are not being expressed.

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Helping yourself to listen (contd.)

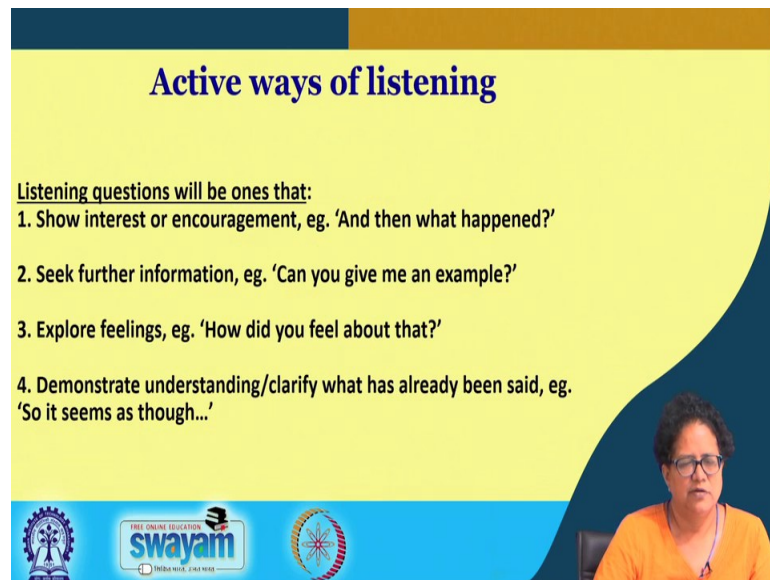
3. Attending verbally: You listen by: making eye contact, nodding or shaking your head, asking questions, summing up what the speaker has been speaking, budding on what has been said, avoiding other distractions like phone ringing, people interrupting.

4. What might be the intentions behind what the speaker is saying: gain personal acceptance, justify a course of action, sow seeds of doubt, impose a viewpoint, promote agreement, release frustration, explore self-doubt, enhance self-view, butter-up, conceal emotions, provide a waterproof shoulder, seek support, be deliberately provocative, gain commitment, clarify thoughts, instill fear, rationalise a situation, make light of events.

The slide features a yellow background with a dark blue curved border on the right side. At the bottom, there is a blue banner with logos for 'swayam' (Free Online Education) and 'Indira Awaaz Yojana'. A small video inset in the bottom right corner shows a woman with glasses and a blue top speaking.

And the last is how do you attend verbally to a listening scenario? You listen by making eye contact, nodding or shaking your head asking questions; summing up from time to time what the speaker has been saying, budding on what has been said, avoiding other distractions like a phone or a mobile which is ringing not on silent mode and people interrupting within the conversation. Think also about what might be the intentions behind what the speaker is saying.

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Active ways of listening

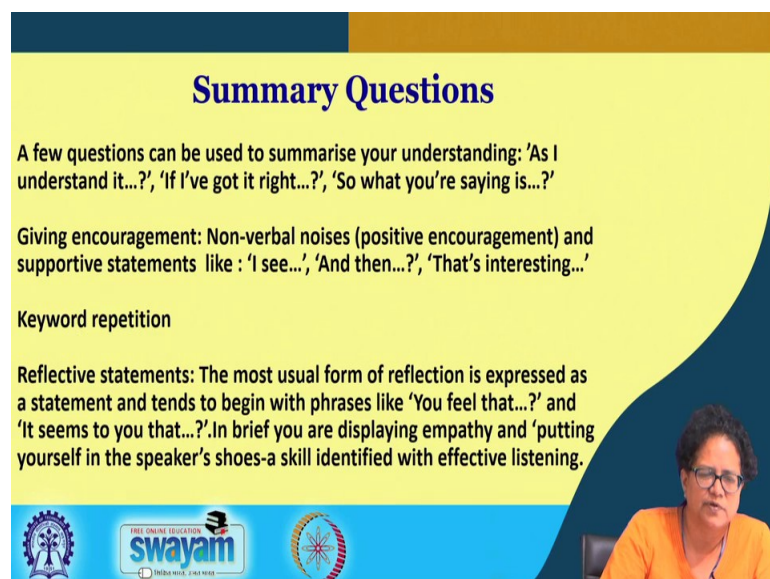
Listening questions will be ones that:

1. Show interest or encouragement, eg. 'And then what happened?'
2. Seek further information, eg. 'Can you give me an example?'
3. Explore feelings, eg. 'How did you feel about that?'
4. Demonstrate understanding/clarify what has already been said, eg. 'So it seems as though...'

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Some active ways of listening would be some questions you can ask and listening questions are those, which might first of all show interest or encouragement to the speaker and then what happened you know something like this. Seek further information number 2; can you give me an example? And 3 thirdly to explore feelings how did you feel about that? And fourth to demonstrate understanding or clarity of what has been already said? So, it seems as though is not it like that.

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Summary Questions

A few questions can be used to summarise your understanding: 'As I understand it...?', 'If I've got it right...?', 'So what you're saying is...?'

Giving encouragement: Non-verbal noises (positive encouragement) and supportive statements like: 'I see...!', 'And then...?', 'That's interesting...'

Keyword repetition

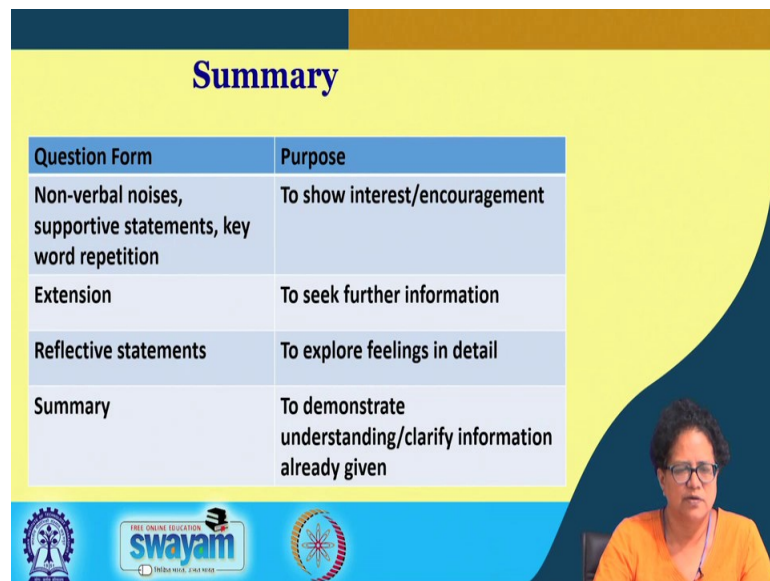
Reflective statements: The most usual form of reflection is expressed as a statement and tends to begin with phrases like 'You feel that...?' and 'It seems to you that...?'. In brief you are displaying empathy and 'putting yourself in the speaker's shoes'-a skill identified with effective listening.

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Summary questions are let us say those kind of questions which summarize your understanding of what you have listened to. So, somebody questions may be something like as I understand it, does it mean and further or it may begin something like if I got it right or so what you are saying is, you can give encouragement to the speaker and show that you have been summarizing by some non-verbal noises of positive encouragement, hmm, uh hmm or supportive statement for example, like I see and then that is interesting.

The third point here is key word repetition; what key word what main words you have picked from the conversation you can repeat it and the third fourth and the last is reflective statements. Reflective statements are the most usual form of reflection expressed in a statement and tends to begin with the phrase something like you feel that you know and it seems or it appears to you that. So, in brief in short what you are doing is you are displaying empathy. And you are putting yourself in the speakers shoes a skill which is very good, it is identified it is equal to effective listening.

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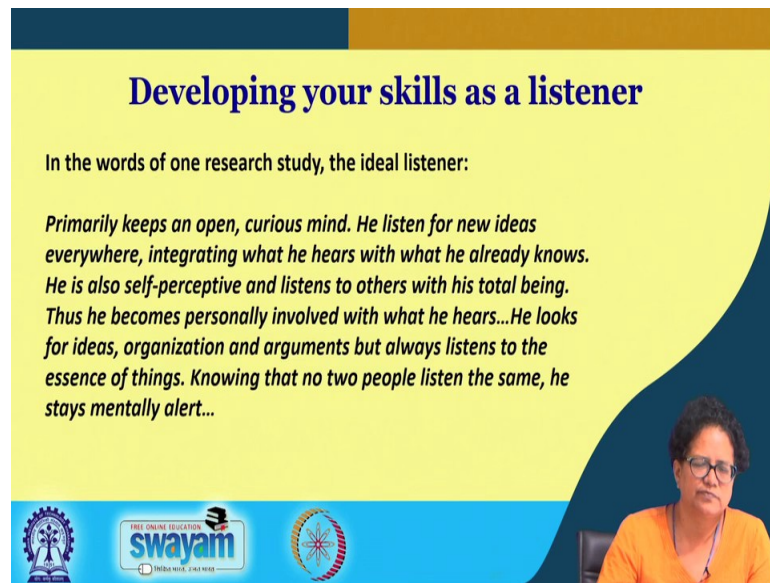
The slide features a yellow background with a dark blue header and footer. The title 'Summary' is centered in a dark blue font. Below the title is a table with two columns: 'Question Form' and 'Purpose'. The table contains five rows of information. In the bottom right corner, there is a small video inset showing a woman with glasses and an orange top speaking.

| Question Form | Purpose |
|---|--|
| Non-verbal noises, supportive statements, key word repetition | To show interest/encouragement |
| Extension | To seek further information |
| Reflective statements | To explore feelings in detail |
| Summary | To demonstrate understanding/clarify information already given |

So, let us put this summary in tabular form. If the question form is nonverbal noises supportive statements and keyword repetition, it shows interest and encouragement to the speaker. If you extend, it shows you seeking further information or details on the topic.

The third is reflective statements; you are exploring the feelings in greater depth and detail. And the fourth summarizing or summary you are demonstrating understanding or your clarifying on information which has already been given you by the speaker.

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Developing your skills as a listener

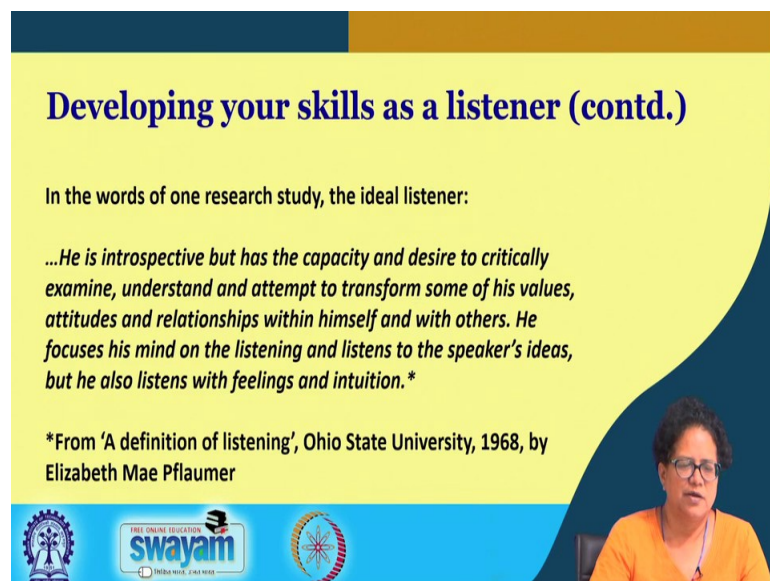
In the words of one research study, the ideal listener:

Primarily keeps an open, curious mind. He listens for new ideas everywhere, integrating what he hears with what he already knows. He is also self-perceptive and listens to others with his total being. Thus he becomes personally involved with what he hears...He looks for ideas, organization and arguments but always listens to the essence of things. Knowing that no two people listen the same, he stays mentally alert...

The slide features a video inset of a woman with glasses and a blue top in the bottom right corner. At the bottom, there are logos for Swamyam (Free Online Education) and the Ministry of Education, Government of India.

Now, we have a long quote, but I would like to read it because I really like this quotation on the ideal listener. One research study puts it in these words. The ideal listener primarily keeps an open curious mind. He listens for new ideas everywhere, integrating what he hears with what he already knows. He is also self perceptive and listens to others with his total being. Thus he becomes personally involved with what he hears, he looks for ideas, organization and arguments. But always listens to the essence of things knowing that no two people listen the same, he stays mentally alert.

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Developing your skills as a listener (contd.)

In the words of one research study, the ideal listener:

*...He is introspective but has the capacity and desire to critically examine, understand and attempt to transform some of his values, attitudes and relationships within himself and with others. He focuses his mind on the listening and listens to the speaker's ideas, but he also listens with feelings and intuition.**

*From 'A definition of listening', Ohio State University, 1968, by Elizabeth Mae Pflaumer

The slide features a video inset of the same woman as in the previous slide in the bottom right corner. At the bottom, there are logos for Swamyam and the Ministry of Education, Government of India.

He is introspective, but has capacity and desire to critically examine, understand and attempt to transform some of his values, attitudes and relationships with himself and with others. He focuses his mind on the listening and listens to the speakers ideas, but, but he also listens with feelings and intuition. We have taken this from a definition of listening; the research was conducted by Ohio State University in 1968 by Elizabeth Mae Pflaumer.

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Now to be ending the presentation, why is listening important? Because it is the key to success it opens new horizons.

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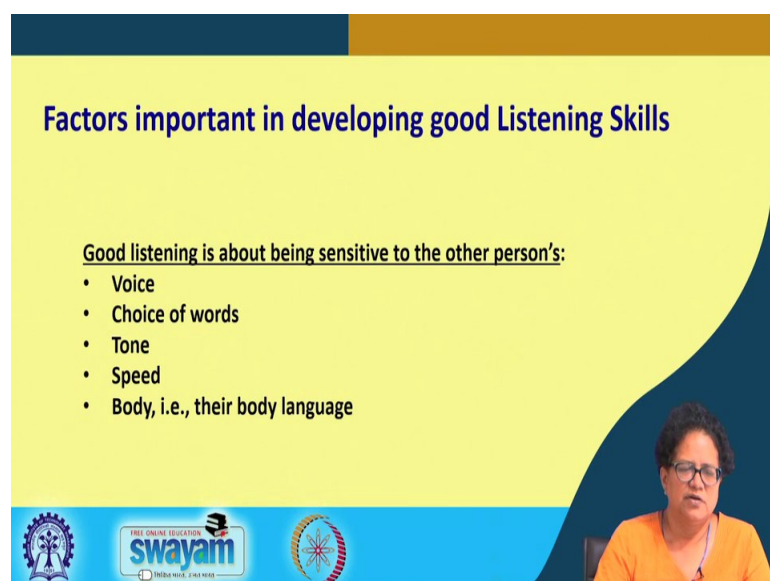
Why do we Listen?

- To gain information
- To get feedback
- To participate in another's story
- To hear of their experiences and insights
- To be 'in control' (information is power)
- To broaden our horizons, i.e. to learn
- To create a relationship
- To respect and value others

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And why are we listening as such why cannot we not listen and why should we listen? We listen to gain information, to get feedback. To participate in another story because we are emphatic to hear, to know about their experiences and insights and situations, to learn from them, to be in control as they say information is power, to broaden our horizons that is to learn more and more and more. We listen because listening is the basis of relationship, we listen to create a relationship, to begin a relationship, to sustain a relationship, to deepen a relationship, to maintain a relationship, to be in a relationship and we listen to respect and because we value others.

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Factors important in developing good Listening Skills

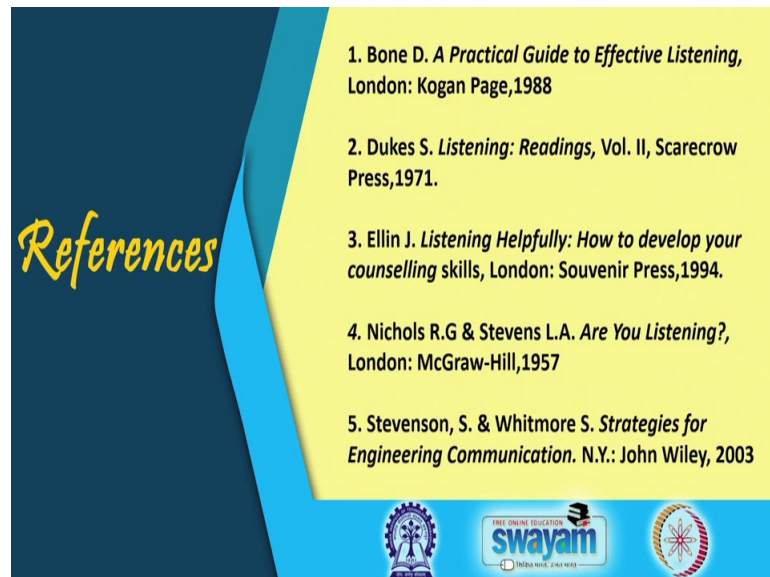
Good listening is about being sensitive to the other person's:

- Voice
- Choice of words
- Tone
- Speed
- Body, i.e., their body language

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In conclusions some of the factors important to developing good listening skills are again re-listed here. Good listening is firstly, most importantly about being sensitive to the other persons voice, choice of words or diction or vocabulary, tone, speed of speech and their body language.

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These are the references I have used and these are the sources I have backed upon for the preparation of this lecture. Thank you for being with me and see you soon, God bless you.