

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

**Lecture - 18**  
**Listening Skills**

A very good day to all of you. So, we are back again with lecture 18 on Listening Skills in this course on Employment Communication we are doing module 3. So, there is a enough available on the importance of listening skills it has been called the mother of all speaking, but anyway at the beginning I wanted to show you a video to emphasize on the importance of this topic.

Fork handles.

Four candles here four candles.

No fork handles.

There you are four candles.

No fork handles, handles for forks got any plugs.

Plugs.

Yeah.

What kind of plugs?

Rubber one bathroom.

What size?

13 amp.

Its electric plug electric bathroom plugs you call them electric bathroom. Aall right.

Sore tips.

Sore tips- what do you want ointment or something?

No saw tips for covering the saws.

Oh no we have not got any we have not got them any more.

Got any 'O's.

Hoes.

Hoes no 'O's.

Hose I thought you meant hoes.

Hose.

Hose say hose you should not say that hose I thought you meant hoes.

No 'O's.

Hose what oh you mean pantihose pantihose?

No no 'O's 'O's 'O's for the gate mon repose os letter 'O's

Letter 'O's. How many do you want?

2.

All right yeah next.

Got any peas.

God sake why did not you bleeding tell me tell me that, when I was up there I was up the stairs already I am up and down the shop all the time whole shop up and down (Refer Time: 05:19). How many do you want?

No tins of peas 3 tins of peas.

You are having me on you are not you me on.

No.

There we are right?

Pumps.

Pumps? Hand pumps? Foot pumps? Come on.

Foot pumps.

Foot pumps foot pumps I cannot see foot pumps I will have to tidy up in there there we are.

No pumps for your feet brown pumps size 9.

You are having me on you are definitely (Refer Time: 06:39)

Washers.

Windscreen washers? Car washers? Dishwashers? Floor washers? Back scrubbers? Lavatory cleaners? Floor washers?

Half inch washers.

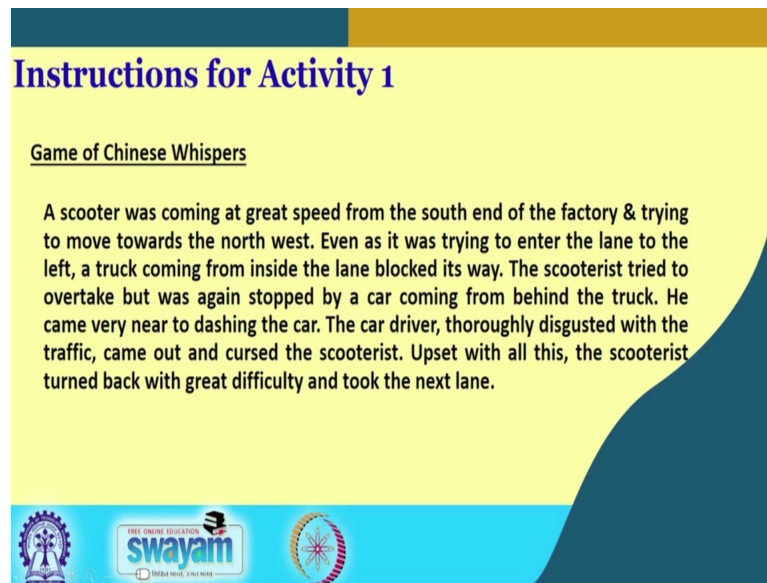
Oh tap washers? Tap washers?

Yeah.

Look I have had about enough of this give us that list I will do it myself what is this what is that? Oh all right does it does have a I have had just about enough of this mister jones will you come out and service customer? I have had enough of this look what he is got on there.

Right how many would you like? One or two?

(Refer Slide Time: 07:39)



**Instructions for Activity 1**

Game of Chinese Whispers

A scooter was coming at great speed from the south end of the factory & trying to move towards the north west. Even as it was trying to enter the lane to the left, a truck coming from inside the lane blocked its way. The scooterist tried to overtake but was again stopped by a car coming from behind the truck. He came very near to dashing the car. The car driver, thoroughly disgusted with the traffic, came out and cursed the scooterist. Upset with all this, the scooterist turned back with great difficulty and took the next lane.

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So, we have a two activities in this lecture lab class on listening skills and the first activity is the old traditional game of Chinese whisper. The idea of this game is as we know in the theory and the fundamentals of listening skills that when a message is passed on from the first communicator to the communicatee. And then from that communicatee to the 3rd person and the 4th person the message as such tapers down.

The message at times maybe distorted, ideas may be added on it might get narrowed down, but finally, the end product is different. So, we have for you one such activity in which we will invite four participants and they are Pooja and Alolika and Polami and Ritika. So, they can come.

A scooter was coming at great speed from the south end of the factory and trying to move towards the northwest. Even as it was trying to enter the lane to the left a truck coming from inside the lane blocked its way. The scooterist tried to overtake, but was again stopped by a car coming from behind the truck. He came very near to dashing the car the cab driver thoroughly disgusted with the traffic came out and cursed scooterist. Upset with all this the scooterist turned back with great difficulty and took the lane  
Thank you.

I will now tell Polami what I just read out in my own words. So, there is a scooterist who is trying to enter a lane going from the north to the south the lane is on the left side, but as soon as he enters the lane there is a truck in the lane he tries to overtake the track, but

then there is a car behind the track and the scooter is almost bangs into the into the car. So, the car driver comes out and starts screaming at the scooterist, but disgusted with all this traffic the scooterist still manages to get out of the lane and go.

You have got it.

As far as I heard there was a scooterist who was moving in a lane from north to south he was moving in the left side with the lane and there was a there was a truck that was passing through the lane. And behind the truck there was a car the scooter is in order to overtake the truck try to speed and in order to speed by speeding he actually almost hit the truck hit the car. So, the car driver came out and started shouting and there was quite a fight, but the scooter is managed to get out of the situation and move out of the road move out of the lane safely.

So, now I am going to tell Alolika what I retain. So, there was a car sorry there was a scooter a scooterist who was moving through a lane from north to south he was moving in the left side of the lane and there was a truck behind which was a car both of which was speeding. So, the scooter is in order to overtake the truck almost hit the car and the car driver came out and started shouting and there was quite a fight, but the scooter is managed did not pay heed to that and managed to get out the situation.

Ok so, now, I will tell Pooja how much I retain. So, there is a scooter and there is a truck and a car. So, all three of them are moving on left and right lane scooter almost hit the car. So, car driver was shouting at that scooter person. Somehow scooter person escaped.

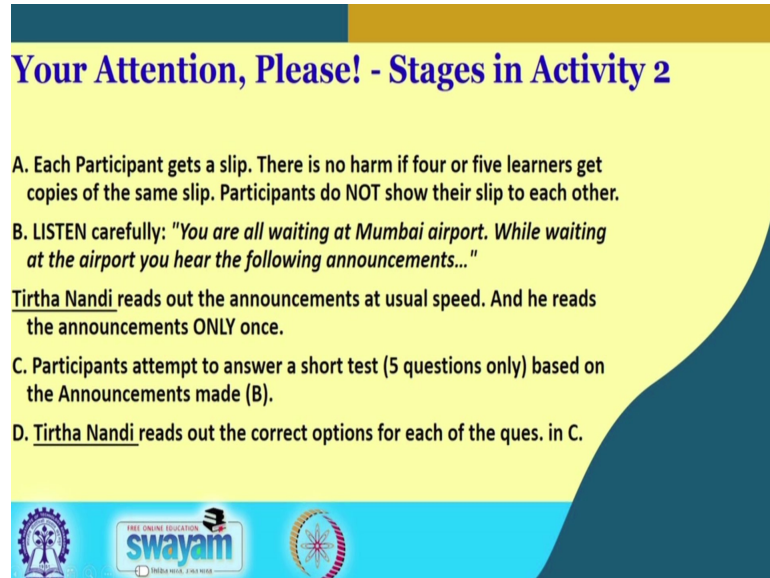
So, I am going to tell the message that I finally retain there was a scooter a car and a truck they were moving on a road a driver the person who was riding a scooter hit the car and finally, the driver who was driving car came and shouted on him that is it.

So, yeah through this activity we saw that how on passing on the message it got tapered down originally the message was big and it had a lot of content and as soon as it was passed through three to four people the final message it hardly had 10 percent of the original message.

So, we are back again with the last and final activity on listening skills this is an activity in which we try to. In fact, maybe I should not tell, but I just tell the outline of the

activity we have Tirtha Nandi with us who is the Chief Airport Officer and he is going to make certain announcement about flight departures and arrivals at Mumbai airport.

(Refer Slide Time: 12:28)



**Your Attention, Please! - Stages in Activity 2**

A. Each Participant gets a slip. There is no harm if four or five learners get copies of the same slip. Participants do NOT show their slip to each other.

B. LISTEN carefully: *"You are all waiting at Mumbai airport. While waiting at the airport you hear the following announcements..."*

Tirtha Nandi reads out the announcements at usual speed. And he reads the announcements ONLY once.

C. Participants attempt to answer a short test (5 questions only) based on the Announcements made (B).

D. Tirtha Nandi reads out the correct options for each of the ques. in C.

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And we have the rest of the class around 10 of them and they are all passengers they have got small slips which tell them about who they are and which flight either they are going to board or they are waiting for somebody. So, they are going to listen to the announcements being made by Mr Tirtha Nandi and thereafter there will be a small test or a quiz for 2 minutes and the activity is designed in such a way that we are going to test how well they have listened.

It is possible that they will get all 5 out of 5, but the end product which comes out of this activity is something called selective listening which has been explained in the video lecture.

(Refer Slide Time: 13:15).

**Your Attention, Please! (Activity 2 – Part B)**

Announcements to be read out ONLY once to the class  
"Here are some announcements you heard while you were waiting at Mumbai airport."

May I have your attention please? Indian Airlines flight No. IC 423 from New Delhi is expected to arrive at 1350 hrs as scheduled.

Indian Airlines flight No. IC 424 has been rescheduled to leave for Delhi at 1420 hrs.

Indian Airlines flight No. IC 586 from Calcutta to Mumbai via Patna has been cancelled.

The slide features a yellow background with a blue and orange header. At the bottom, there are logos for 'swayam' (The Online Education) and 'INDIA WIDE, WORLD WIDE'.

May I have your attention please Indian airlines flight number IC 423 from New Delhi is expected to arrive at 13:50 hours as scheduled? Indian airlines flight number IC 424 has been rescheduled to leave for Delhi at 14:20 hours. Indian airlines flight number IC 586 from Calcutta to Mumbai via Patna has been cancelled.

(Refer Slide Time: 13:34)

**Your Attention, Please! (Activity 2 – Part B contd.)**

Jet Airways flight No. 9w-422 to Hyderabad and Bangalore is expected to leave on time at 1315 hrs. Passengers are requested to proceed to security check.

Jet Airways flight No. 9w-521 from Cochin will arrive at 1425 hrs instead of 1125 hrs. As a result of the delay on this incoming flight the Jet Airways flight no. 9W- 534 to Goa will leave at 1455 hrs instead of 1155 hrs. The inconvenience caused the passengers is regretted.

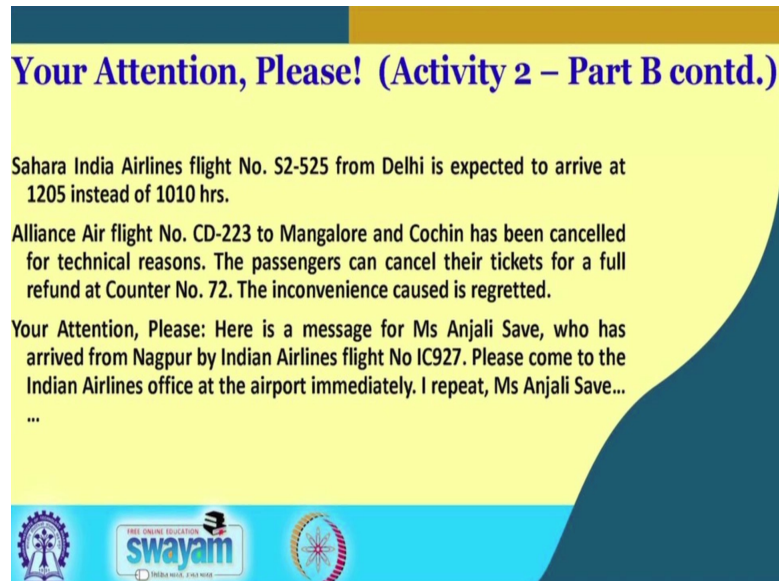
Sahara India Airlines flight No. S2-526 for Delhi will leave at 1205 hrs instead of 1105 hrs. Passengers holding confirmed tickets are requested to go to the Airport Restaurant for snacks and beverages.

The slide features a yellow background with a blue and orange header. At the bottom, there are logos for 'swayam' (The Online Education) and 'INDIA WIDE, WORLD WIDE'.

Jet Airways flight number 9 w 422 to Hyderabad and Bangalore is expected to leave on time at 13:15 hours. Passengers are requested to proceed to security check. Jet Airways flight number 9 w 521 from Cochin will arrive at 14:25 hours instead of 11:25 hours.

As a result of the delay on this incoming flight the Jet Airways flight number 9 w 5342 Goa will leave at 14:64 hours instead of 11:55 hours. The inconvenience caused to the passengers is regretted. Sahara India airlines flight number S 2 526 for Delhi will leave at 12:05 hours instead of 11:05 hours. Passengers holding confirmed tickets are requested to go to the airport restaurant for snacks and beverages.

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**Your Attention, Please! (Activity 2 – Part B contd.)**

Sahara India Airlines flight No. S2-525 from Delhi is expected to arrive at 1205 instead of 1010 hrs.

Alliance Air flight No. CD-223 to Mangalore and Cochin has been cancelled for technical reasons. The passengers can cancel their tickets for a full refund at Counter No. 72. The inconvenience caused is regretted.

Your Attention, Please: Here is a message for Ms Anjali Save, who has arrived from Nagpur by Indian Airlines flight No IC927. Please come to the Indian Airlines office at the airport immediately. I repeat, Ms Anjali Save...  
...

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INDIA WITH A FUTURE

Sahara India airlines flight number S 2 525 from Delhi is expected to arrive at 12:05 instead of 10:10 hours. Alliance air flight number CD 223 to Mangalore and Cochin has been cancelled for technical reasons. The passengers can cancel their tickets for a full refund at counter number 72. The inconvenience caused is regretted. Your attention please here is a message for Miss Anjali Save, who has arrived from Nagpur by Indian Airlines flight number IC 927 - please come to the Indian Airlines Office at the airport immediately. I repeat miss Anjali Save.




(Refer Slide Time: 15:01)

**Your Attention, Please! (Activity 2 – Part B contd.)**

Indian Airlines flight No. IC 940 to Chennai is expected to leave as scheduled at 1330 hrs. Passengers are requested to check in and proceed to the security check.

Jet Airways flight No. 9W - 782 to Calcutta has been delayed indefinitely. Passengers holding the boarding pass are requested to proceed to the Airport Restaurant. Lunch will be served.



Indian airlines flight number IC 940 to Chennai is expected to leave as scheduled at 13:30 hours. Passengers are requested to check in and proceed to the security check. Jet Airways flight number 9 W 782 to Calcutta has been delayed indefinitely. Passengers holding the boarding pass are requested to proceed to the airport restaurant. Lunch will be served.

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**Your Attention, Please! (Activity 2 – Part C)**


Your Attention, Please!

*You are at Mumbai Airport. While waiting there you have been listening to the announcements over the public address system. Some flights have been delayed or cancelled because of bad weather.*

Now please answer these questions. Underline the right answer.

1. When is Jet Airways flight No. 9W-521 from Cochin expected?  
11.25 hrs / 14.25 hrs / 15.30 hrs

2. Where is Indian Airlines flight No. IC424 expected to go?  
To Delhi / To Calcutta / To Bangalore



(Refer Slide Time: 15:32)

**Your Attention, Please! (Activity 2 – Part C contd.)**

3. Which Alliance Air flight has been cancelled?  
CD-223 / CD-524 / CD-940

4. When will Sahara India Airlines flight No. S2-526 take off for Delhi?  
12.05 hrs / 13.45 hrs / The announcer did not mention it.

5. Which flight brought Anjali Save to Mumbai?  
IC423 from Delhi / IC927 from Nagpur / IC586 from Calcutta.

The slide features a yellow background with a dark blue curved shape on the right side. At the bottom, there are logos for 'swayam' (Free Online Education) and 'THE BBA WAVE, 2014-15'.

So, I have the list of questions with me right now I will be telling you the answers please mark yourselves out of 5 answer to question number 1 is 14:25 hours.

Wrong.

Question number 2 Delhi. Question 3 CD 223. Question 4 is 12:05 and question 5 is IC 927 from Nagpur. So, let us have a show off hands how many scored 5? 4 good. 3? 2? And 1? Ok. So, I think this demonstrates perfectly how it's easy for a person to actually pay attention to things that here there fixating on that there are you know their aim is to know information about that.

This forms the bias for selective listening wherein people normally they try and filter out information from the background and what is only relevant to them that is what they concentrate on. Here ends our class on selective listening.

Thank you.