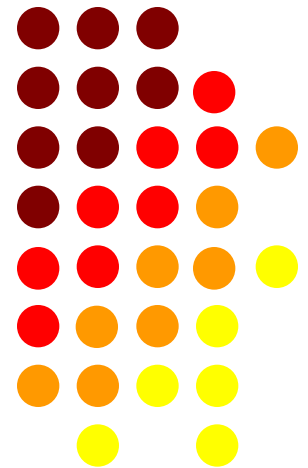


Unit – II

LISTENING AND SPEAKING SKILLS



Lecture – 6

Active Listening: Meaning and Art of Listening, Traits of a Good Listener

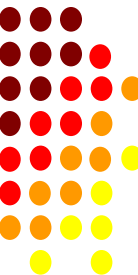


➤ Listening

Listening is the process of receiving, interpreting, and reacting to a message received from the speaker. No communication process is complete without listening.

□ Active Listening

Active listening is the practice of preparing to listen, observing what verbal and non-verbal messages are being sent, and then providing appropriate feedback for the sake of showing attentiveness to the message being presented. This form of listening conveys a mutual understanding between speaker and listener.



- Difference between Active Listening and Passive Listening

Active Listening

1. Active Listening is a process of transforming the thought or statement into a clear message, with full involvement from the listener's side.

2. Interactive

Passive Listening

Passive Listening is a process of simply consuming the message, but, there is no involvement from the listener's side.

Mechanical



3. Reacting while listening

Listening without reacting

4. Two-way Communication

One-way Communication

5. Listener is present

Listener is not present

6. Listener concentrates, understands, responds and remembers the statement spoken by the speaker.

Listener thinks about other topics, while showing that he/she is listening.

7. Listener changes facial expression, Rolls eyes, shows interest by questioning or smiling, etc.

Listener yawns, looks here and there, showing boredom, being silent etc.



□ **Meaning and Art of Listening**

Listening is an art. It requires us to be patient, receptive, open-minded, and non-judgmental. Those who can listen to others well can listen to themselves deeply. This is the foundation of self-awareness, self-love, and self-knowledge.

▪ **How to Master the Art of Listening**

- 1. Make Eye Contact:** If we don't look at the person while they're speaking, we give them the impression that we don't care what they say.
- 2. Don't Interrupt:** Let the person speak uninterrupted.



3. Practice “Active Listening”: The art of listening isn’t simply about staying quiet 100% of the time, it’s also about asking questions. These questions are for clarification, or for further explanation so that we can fully understand what the speaker is telling us.

4. Show We Understand: Another great way to show that we understand what the person is telling us is to nod.

5. Listen Without Thinking: We should be wholehearted and listen to the entire message.

6. Listen Without Judgement: It is extremely important to withhold any negative judgments. We should make it our goal to be open-minded as much as possible.



7. Listen To Non-Verbal Communication: About 60-75% of communication is non-verbal. It's essential to know what the person's body is saying in order to understand the message completely.

8. Create A Suitable Environment: It is important to switch off TV, mobile and remove all kinds of noise and distractions and find a quiet place to sit down and listen.

9. Observe Other People: One of the best ways to become a better listener is to observe the way people interact with each other, and all the irritating and rude things they do.



❑ Traits of a Good Listener

A good listener is someone who focuses completely on what another person is saying and engages with their ideas in a thoughtful, comprehensive way.

▪ Some traits of a good listener are:

1. Giving the speaker undivided attention

To become a good listener, we should limit as many distractions as possible and give the speaker undivided attention. For example silencing phone, turning off computer and not checking emails can help us focus on the speaker.

2. Provide appropriate nonverbal communication

Nonverbal communication helps us listen and provide support without having to interrupt the speaker. This can include maintaining sufficient eye contact, sitting up straight and smiling when appropriate.



3. Ask meaningful questions

Once it is time to open up a dialogue, the questions we ask should be meaningful. The questions might help the speaker remember other things they wanted to say or open up a new line of dialogue that will be worth exploring.

4. Recall previous information

Recalling information that the speaker has already discussed not only shows the speaker that we understand what he said, but it also ensures he can clarify any misunderstandings and confirm his key points.

5. Provide input

Being a good listener means both understanding a speaker's message and providing valuable feedback from our point of view. It is best to do this once the speaker has contributed everything they needed to say.



■ Difference between Hearing and Listening

Listening

Voluntary

Requires conscious effort

Active process

Leads to learning

Needs concentration

A two-way process

Hearing

Involuntary

Happens automatically

Passive Process

Hearing just happens

Does not need
concentration

A one-way process



Lecture – 6

Listening Modes, Listening and Note Taking, Types of Listening



□ Listening Modes

The best communicators listen with the right frame of mind to ensure that they maximize their communication effectiveness. We call this listening modes.

- Types of listening modes:

- 1. Disengaged** – In this listening mode the body is present but the mind is not. We hear the words that the person is saying and can even repeat them but we are not really listening because the mind is on something else.

- 2. Competitive** – In this listening mode we listen with the intention of “topping” what the other person is saying.



3. Combative – This is an argumentative mode. We listen for flaws or weaknesses in what is being said and wait for an opening to point them out.

4. Passive – In this mode we listen carefully and seek to understand. We don't ask questions or validate understanding.

5. Active – In this mode we demonstrate interest in what the speaker thinks, feels or means in their message. We restate what we hear to reflect the message back to the speaker for validation.



❑ Listening and Note Taking

Taking effective notes in lectures and tutorials is an essential skill for study. Good note-taking allows a permanent record of key information that we can integrate with our own writing, and use for exam revision.

- **Some key ways of listening effectively and taking notes are:**

1. Writing phrases, not full sentences. We should only record the key words that we need to get the idea of the point.

2. Taking notes in our own words. We should paraphrase what we hear so it makes sense to us—it helps us to understand and remember what we hear.



3. We should structure our notes with headings, subheadings and numbered lists: We should use headings to indicate topic areas or to include bibliographic details of the sources of information.

4. Code notes— We should use colour and symbols to mark structure and emphasis.

5. Underline, circle, star, etc. to identify key information, examples, definitions, or other important materials.

6. If we miss something, we should write key words, skip a few spaces, and get the information later. Leave a space on the page for our own notes and comments.



□ Types of Listening

- Some of the different types of listening are:

1. Informational listening

When we want to learn something, we use informational listening to understand and retain information. It usually takes a high level of concentration to perform this type of listening.

2. Discriminative listening

Discriminative listening is the first listening type that we are born with. Instead of relying on words, discriminative listening uses tone of voice, verbal cues, and other changes in sound.



3. Biased listening

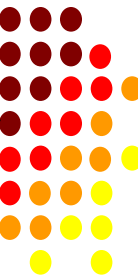
Biased listening is also known as selective listening. Someone who uses biased listening will only listen for information that they specifically want to hear. This listening process can lead to a distortion of facts.

4. Sympathetic listening

Sympathetic listening is driven by emotion. Instead of focusing on the message spoken through words, the listener focuses on the feelings and emotions of the speaker. By using sympathetic listening, we can provide the support the speaker needs.

5. Comprehensive listening

This type of listening is usually developed in early childhood. People use comprehensive listening to understand what someone is saying using words.



6. Empathetic or therapeutic listening

Empathetic listening is useful to help us see from other people's point of view. Using this type of listening, we can try to understand someone else's point of view as they are speaking. We can also try to imagine ourselves in the other person's shoes.

7. Critical listening

If we need to analyse complex information, we will need to use critical listening. Critical listening is crucial when problem-solving at work.



Lecture – 8

Listening Techniques using Ted Talk Audio Listening with Script Reading



❑ Listening Technique using TED Talk

TED talks are the talks delivered by a variety of experts on a variety of domains from all around the world, These TED Talks are highly formal in nature and feature amazing speakers not only with expertise in their respective domains but also with impactful public speaking skills, competent communication skills and command over verbal and non-verbal skills. These are immensely helpful for improving verbal and non-verbal communication skills and listening skills.

Improving Listening skills using TED Talks

TED Talks can be used as an important tool for improving listening skills using following techniques:

1. Listen with clear objective in mind.



2. Listen with no distraction
3. Observe Meta communication
4. Listen with a notebook and pen in hand (to make notes)
5. Use subtitles on/off switch
6. Reduce, Rephrase ,Recite and Reflect

Meta communication includes tone, pitch, pauses, emphasis, intonation, facial expressions, eye contact, hand movement, space etc.



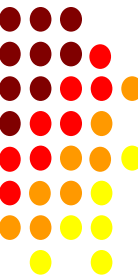
- Some efficient ways to utilize TED Talks are:

1. **Watch the video more than once**

2. **Absorb new vocabulary**

Audio Listening with Script Reading

Listening to the audio while reading the audio script will help us get a sense of how questions are spaced out, as well as learning some useful common expressions that are frequently used in listening tests.



Lecture – 9

Pronunciation and Speaking Style



□ Pronunciation

Pronunciation is the way in which a word or language is spoken. It refers to the ability to use the correct stress, rhythm and intonation of a word in a spoken language.

▪ Articulation

Articulation can be defined as making sounds through the movement of speech organs. This means an individual can change the speech sounds that he makes by moving his teeth, lips and tongue.



- Difference between Articulation and Pronunciation

Articulation	Pronunciation
<p>1. Articulation refers to the usage of speech organs such as tongue, jaws, lips, etc. in order to produce sounds.</p>	<p>Pronunciation refers to the way words need to be sounded while speaking.</p>
<p>2. Articulation is more individualistic where it concentrates on the individual making sounds.</p>	<p>Pronunciation is more about how syllables of a word need to be said focusing on rhythm, stress and intonation.</p>
<p>3. In articulation focus is on the quality, clarity or sharpness of speech.</p>	<p>In Pronunciation focus is on the way in which the words of a language are made to sound when speaking.</p>



Speaking Style

Speaking style is a set of properties by which we can link speech to a certain communicative situation.

▪ **Various speaking styles:**

Negotiative speaking style

Instructive speaking style

Complimenting/Appreciative speaking style

Persuasive speaking style

Motivational speaking style

Consultative speaking style

Formal speaking style



- ❑ Informal speaking style
- ❑ Personal speaking style
- ❑ Ceremonial speaking style
- ❑ Informative speaking style
- ❑ Inquisitive Speaking style
- Negotiative speaking style is used in case of making negotiation.
- Instructive speaking style is used at the time of giving instructions.
- Complimenting/Appreciative speaking style is used while making appreciations.
- Persuasive style is used to convince the audience.
- Motivational speaking style is adopted at the time of inspiring the listener.



- Consultative speaking style is used in case of making consultations.
- Formal speaking style as the name follows some code of conduct.
- Informal speaking style is an umbrella term for various styles which don't follow any code of conduct.
- Personal speaking style is the most natural style of speaking which generally occurs among family members , close friends and relatives.
- Ceremonial speaking style again as the name suggests is generally limited to festivals, parties ,ceremonies, functions etc.
- Informative speaking style is adopted at the time of passing information to the audience.
- Inquisitive speaking style is focused on making inquiries or asking questions.at the time of giving instructions.



Lecture – 10

Content and Sequencing



□ Content and Sequencing

While speaking or talking about a particular subject matter (content), sequencing becomes an important step, especially if a lot of pieces of information are to be conveyed. Sequencing words and phrases can be classified into four different types on basis of their usage.

- Sequences used in the beginning like first of all, in the beginning, once upon a time, one day etc.
- Sequences used in the middle like then, meanwhile, after that, later, next etc.



- Sequences used for interruptions like suddenly, all of a sudden, but then etc.
- Sequences used in the end like afterward, in the end, lastly, by the end, after all etc.
- Content sequencing involves the efficient ordering of complete content in order to improve learner's understanding.



Thank You!

