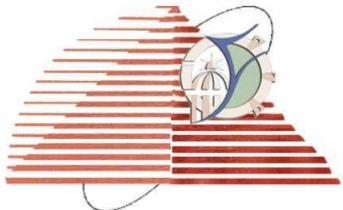


بِسْمِ اللَّهِ الرَّحْمَنِ الرَّحِيمِ

**Presentation
&
Communication
Skills**



Fayoum University



**Faculty of Engineering
Mechanical Engineering Dept.**

Lecture (5)
on

Active Listening Skills

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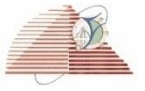


Effective Listening Characteristics

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The International Listening Association (ILA) elaborates on the definition of listening: “ the process of **receiving, constructing meaning from and responding** to spoken or nonverbal messages”. This definition takes into account some of the six stages of listening discussed in the next section and also focuses on what you do with the information you gain when you listen to others.

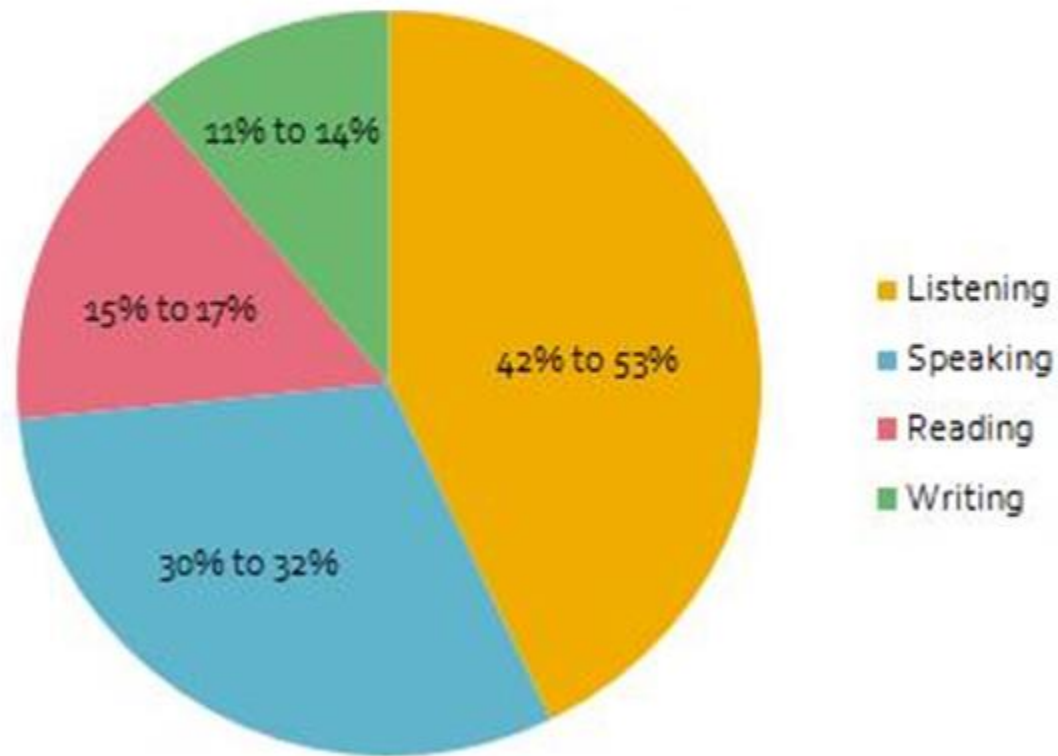




Effective Listening Characteristics

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Proportional time spent by students in communication activities





Effective Listening Benefits

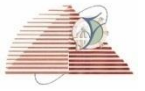
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As we listen to others we:

1. Interpret and evaluate the meaning from the verbal and non-verbal information that we receive.
2. Plan and rehearse our response in preparing to execute it.

While the processes of evaluation, planning and rehearsal occur subconsciously, they can nevertheless interfere with effective listening. It can be important to maintain awareness of this to ensure that the processes that mediate between listening and speaking do not actually interfere with the listening process itself.





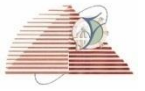
Effective Listening Importance

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Why do we need to listen well?

- Listening leads to the understanding of facts and ideas.
- To avoid miss communication during interaction.
- Listening helps to gain new knowledge and also for enjoyment.
- How well we listen has a major impact on our job effectiveness and on the quality of our relationship with others.





Listening and hearing : Is there a difference ?

7





Listening and hearing : Is there a difference ?

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Listening is not simply a matter of hearing.

Listening is an active psychological rather than passive process, which enables us to attach meaning to all the information we receive. It requires concentration and effort.





Listening and hearing : Is there a difference ?

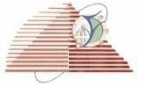
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The hearing and listening are not the same. It is impossible to listen to sounds without first hearing them, but it is possible to hear sounds without listening to them.

What distinguishes listening from hearing?

1. **Listening** is the active process of receiving aural alarm by hearing, selecting, attending, understanding, evaluating and remembering whereas **hearing** is a passive physiological process in which sound is received by the ear.





Listening and hearing : Is there a difference ?

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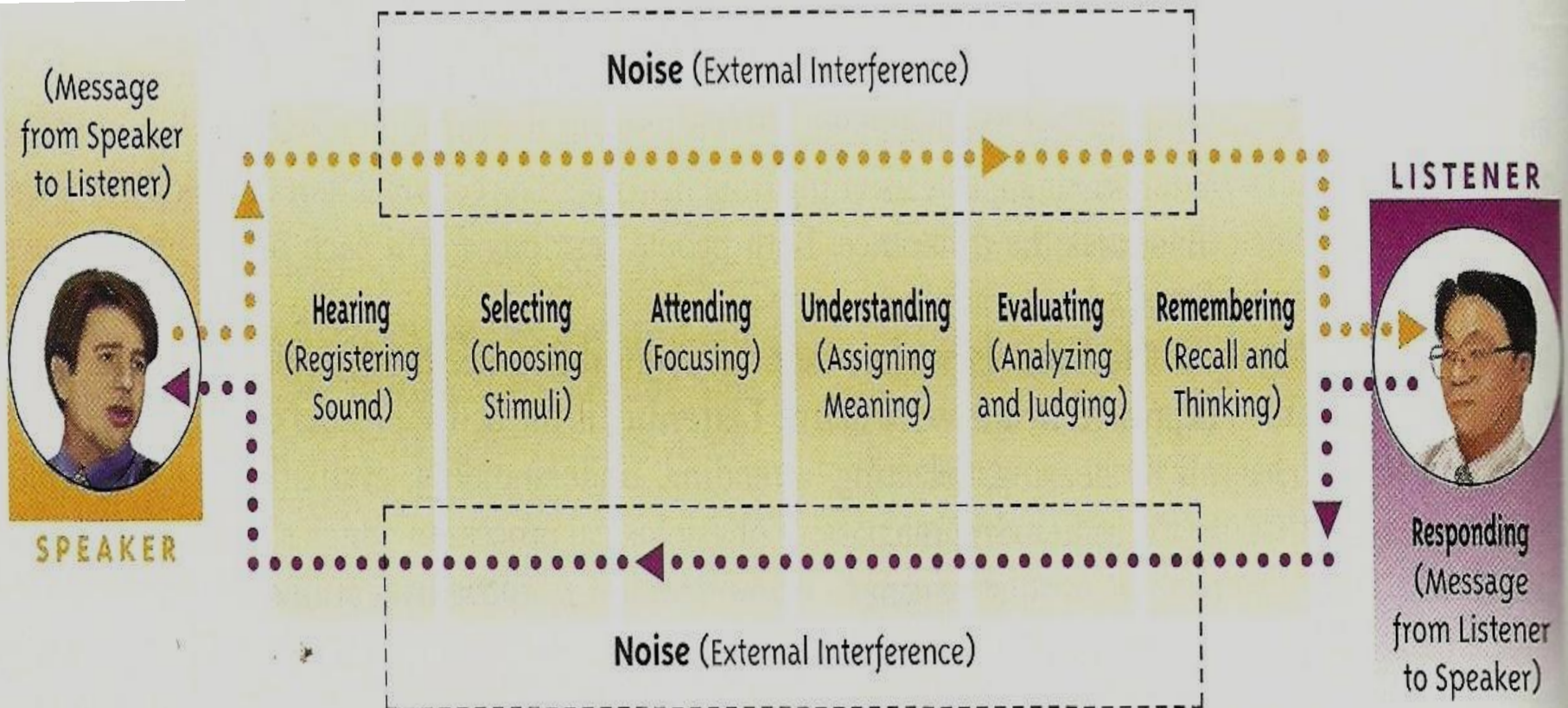
2. Listening requires energy and desire; you must get involved and work at listening. Listening doesn't just happen; we must make it happen. Hearing, however occurs with little or no effort when sound waves reach our ears. Thus, a person can have excellent hearing (the physical ability to hear sounds) but be a terrible listener.

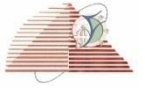




The stages of Effective Listening

11





The stages of Effective Listening

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Hearing

Hearing is the passive registering of sounds; the ILA definition of listening identifies the first part of the listening process as receiving, which happens when you hear. You may sense the sounds, but you do not allow them to penetrate beyond a superficial level. For example, when you lay the radio while studying, you hear the music , but are you really listening to it? The radio provides background sounds that become listening only when you also carry out the remaining stages of the listening process.





The stages of Effective Listening

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Selecting

To make sense out of our environment, we must choose which stimuli we will listen to and which we will ignore. This process is called selecting. For example, at a party a friend maybe talking to you while loud music is playing and other people are talking. In order to listen to the friend speak, you would select the friend's voice and ignore the other sounds and stimuli.





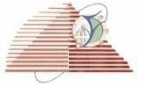
The stages of Effective Listening

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Attending

Not only must you select what you are going to listen to , but you must also attend to it. Attending is a mental process of focusing or concentrating for a period of time of a specific stimuli that you have selected while ignoring or downplaying other competing, internal and external stimuli. Your attention span normally ranges from a few seconds to a much longer time period. The more things you notice around you, the less able you will be to concentrate on one single thing and listen to it effectively. Thus, it is important that you attend to the specific stimuli (message, sound) to which you want to listen.





The stages of Effective Listening

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Understanding

The main difference between hearing and listening is understanding. Once you have heard, selected and attended to sounds, you assign meaning to them. Although there is no commonly accepted explanation of how understanding occurs, it is known that past experiences play an important role and that you relate and compare new sounds to those you have heard in the past. The past knowledge that you have will help to increase your listening effectiveness.





The stages of Effective Listening

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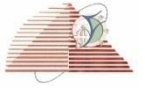
Evaluating

In the evaluating stage, the listener analyzes evidence, sorts fact from opinion, determines the intent of the speaker, judges the accuracy of personal conclusions. Once we begin to assess the message we received and understood, we may no longer hear and attend to other incoming messages.

Remembering

When we say we are listening to someone, we may actually mean that we are paying attention to what is being said, we may not be indicating that we understand the message or that we will remember it. Remembering is thinking of something again. The last aspect in the complete listening process is being able to recall what was said from stored memory.





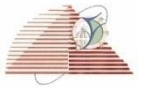
Type of Listening

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1. Listening to obtain information

You probably spend most of your listening time listening for information, that is, listening to gain comprehension. You listen as your teacher discusses process, perception, nonverbal and verbal communication, famous speakers and similar topics in order to learn about speech skills. Each day you listen for information such as news, weather forecasts, sports scores, directions, orders, assignments, names, numbers and locations.





Type of Listening

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2. Listening to evaluate

Evaluative listening is listening to judge or to analyze information. For example, teacher listens to students' speeches to discriminate between good and poor presentations and to assign grades. In most situation we all should listen critically. We should constantly judge evidence, arguments, facts and values. We need to ask questions if we hope to be effective listener. We are bombarded by messages asking us to believe, accept or buy things. For our own protection, we must evaluate everything to which we listen.





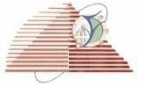
Type of Listening

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3. Listening with empathy

Emphatic listening occurs when you listen to what someone else is experiencing and seek to understand that person's thoughts and feelings. It is not sympathy, which means that you feel sorry for the other person. Empathy means you try to put yourself in another's place to try to understand what is happening to him or her. Most of us find it difficult to avoid making judgment when we listen to someone else's problems, but that is exactly what we must do if we hope to listen with empathy. Listening emphatically can be a healing and soothing process. Emphatic listening indicates that we are aware, appreciative and understanding of another person's feeling.



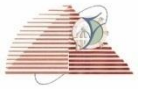


Barriers to Listening

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1. Forming a judgment or evaluation before we understand what being said, or 'jumping to conclusions'.
2. Hearing what we want to hear.
3. Tuning out a point of view that differs from our own.
4. Formulating and rehearsing our response.
5. Being inattentive - thinking about something else entirely.
6. Having a closed mind- you do not want to hear what the person has to say.



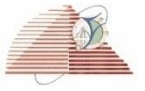


Barriers to Listening

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7. Feeling anxious or self-conscious.
8. Judging the person, either positively or negatively.
9. Subjective biases based on ignorance or prejudice.
10. Cultural issues, e.g. listening to the differences in pronunciation of a different accent, rather than the content of the message.
11. Excessive and incessant talking or interrupting.





What are the keys to effective listening?

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1. Stop talking- listen openly to the other person.
2. Remove distractions.
3. Be receptive to the other person. Demonstrate that you are prepared to listen and accept what they are saying (without automatically agreeing with it). Non-verbal cues can be particularly important here, e.g. maintaining an open posture, appropriate/comfortable eye-contact, leaning slightly forward. These are sometimes known as attending skills.





What are the keys to effective listening?

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4. Delay evaluation of what you have heard until you fully understand it.
5. Try not to be defensive. Try to relax as any tension or impatience is likely to transmit via non-verbal leakage.
6. Maintain attention. Respond through your own facial expressions or body gestures such as a nod or a smile without interrupting the other person's flow. This indicates that you are listening, interested and seeking to understand what they are saying and feeling (again, using attending skills). Be patient.





What are the keys to effective listening?

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6. Ask the other person for as much detail as he/she can **provide**; reflect back or paraphrase what the other is saying to make sure you understand it and check for understanding. Paraphrase by asking short non-interrogative questions, using some of what the speaker has said to check your understanding.







Quiz

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Think of a recent work-based situation when you felt that you were not well and truly listened to.

- a. What was it about the other person's verbal response, and
- b. non-verbal response, that led you to draw this conclusion?
- c. What other factors existed in the situation that may have impacted on communication?
- d. How might any barriers to listening that you have identified, be dealt with.



Thank
You