



Listening Skills

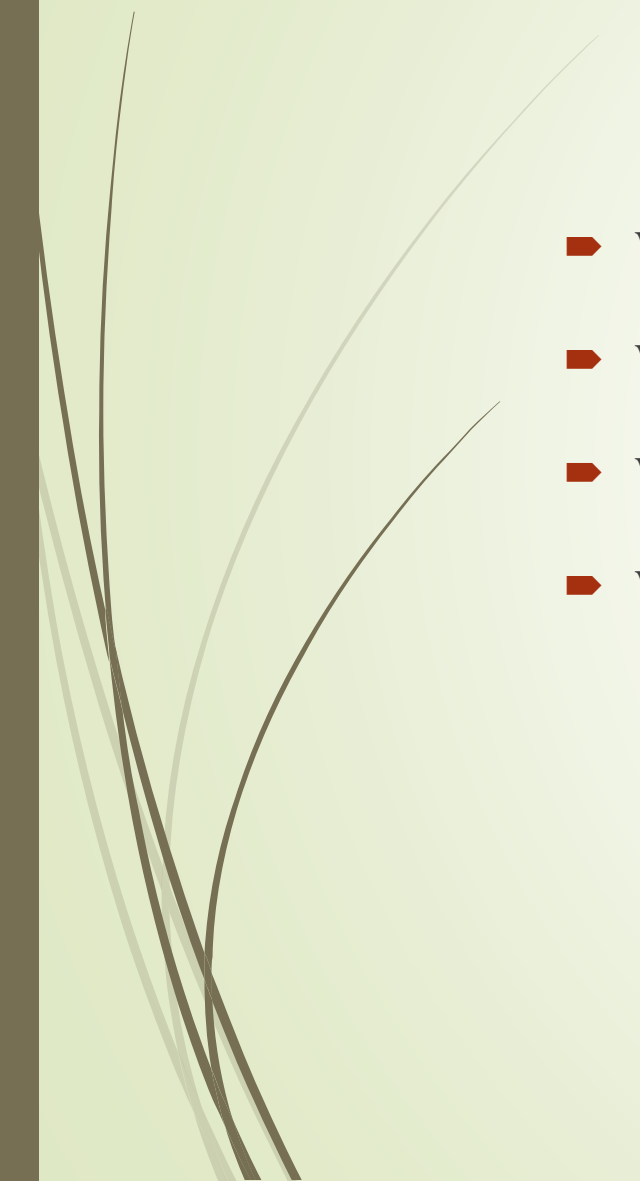
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**** A wise person said
"Listening is the hardest
thing in the world"***




Why we listening ?

- We listen to obtain information.
 - We listen to understand.
 - We listen for enjoyment.
 - We listen to learn.
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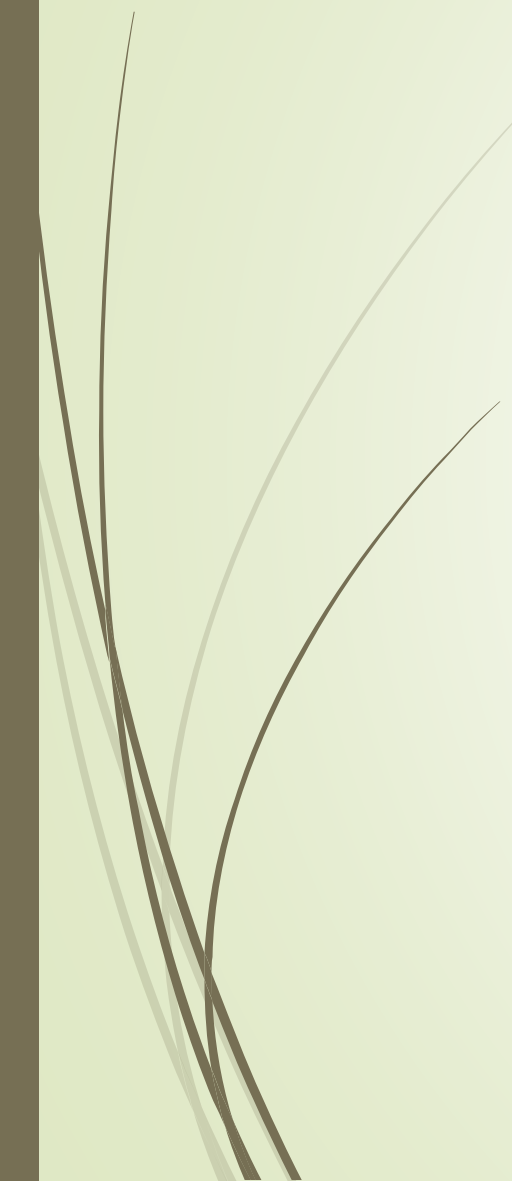
Active listening is composed of six distinct components

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 placing the appropriate information into short-term or long-term storage.
 6. Responding: The process of giving feedback to the source and/or other receivers.
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Barriers to Listening

The following list identifies just some possible barriers to effective listening;

1. Sources of noise
 2. Evaluation before we understand what is being said, or 'jumping to conclusions'.
 3. Hearing what we want to hear.
 4. Being inattentive - thinking about something else entirely.
 5. Having a closed mind - you do not want to hear what the person has to say.
 6. Feeling anxious.
 7. Judging the person, either positively or negatively.
 8. Cultural issues, e.g. listening to the differences in pronunciation of different accent, rather than the content of the message.
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Becoming an Active Listener

- There are five key active listening techniques. They all help you ensure that you hear the other person, and that the other person knows you are hearing what they say

1. Pay Attention

- Give the speaker, and acknowledge the message.
- Look at the speaker directly.
- Put aside distracting thoughts.
- Avoid being distracted by environmental factors. For example, side conversations.
- "Listen" to the speaker's body language .



Becoming an Active Listener

2. Show That You're Listening

- Use your own body language and gestures to convey your attention.
- Nod occasionally.
- Smile and use other facial expressions.
- Note your posture.
- Encourage the speaker to continue with small verbal comments like yes, and uh huh.



Becoming an Active Listener

3. Provide Feedback

- As a listener, your role is to understand what is being said. This may require you to reflect what is being said and ask questions.
- Summarize the speaker's comments periodically.



Becoming an Active Listener

4. Defer Judgment

- Interrupting is a waste of time.
- Allow the speaker to finish each point before asking questions.
- Don't interrupt with counter arguments.

5. Respond Appropriately

- Active listening is a model for respect and understanding.
- Be candid, open, and honest in your response.
- Assert your opinions respectfully.
- Treat the other person in a way that you think he or she would want to be treated.



**Thank you for
your attention**