Listening and Responding to Others

Chapter Six
Focus Questions

• What does the listening process include?

• How do listening and hearing differ?

• What obstacles interfere with effective listening?
Focus Questions

• How is effective listening for information different from effective listening to support others?

• How we can improve our listening skills?
How Important Is Listening?

• Communication usually focused on talking
• Listening is at least as important as talking
• Few of us devote as much energy to listening as we do to talking
Studies Show...

• The average person spends 45% to 53% of waking time listening to others

• That’s more time than we spend in any other communication activity
Poor Listening May:

• Cause loss of information
• Have negative affects on professional lives
• Cause diminished learning

• Cause loss of performance on tests
• Hinder understanding of others
• Leave us unfamiliar/uninformed with important issues
Good Listening

• Listening is the number one quality of effective managers

• Linked to
  – Resolution of workplace conflicts
  – Overall effectiveness
The Listening Process

- Hearing:
  - physiological

- Listening:
  - Several step process
Mindfulness

• Focusing on what is happening in the moment

• Focusing on the people with whom they are interacting

• An ethical commitment to attend fully to others in particular moments

• It increases our understanding

• It promotes more complete communication by others
Physically Receiving Communication

- We might receive it by hearing
  - sounds
  - interpreting nonverbal behaviors
  - reading lips
  - ASL
Selecting and Organizing Communication

• What we attend to depends on:
  – physiological influences
  – expectations
  – cognitive structures
  – social roles
  – membership in cultures & social communities
Interpreting Communication

• We put together all that we have selected and organized to make sense of communication
Responding

• Includes
  – expressing interest
  – asking questions
  – voicing our own ideas on a topic
  – communicating attentiveness
Remembering

- We forget a lot of what we hear
- After eight hours, we recall only about 35% of the information
- We selectively focus our attention to what is important
Obstacles to Effective Listening

• Situational obstacles
  – message overload
  – message complexity
  – environmental distractions
Obstacles to Effective Listening

• Internal obstacles
  – preoccupation
  – prejudgments
  – lack of effort
  – not recognizing diverse listening styles
Forms of Ineffective Listening

- Pseudolistening
- Monopolizing
- Selective listening
- Defensive listening
- Ambush ing
- Literal listening
Guidelines for Informational and Critical Listening Skills

- Be mindful
- Control obstacles
- Ask questions
- Use aids to recall
- Organize information
Guidelines for Relationship Listening Skills

• Be mindful

• Suspend judgment

• Strive to understand the other’s perspective
  – minimal encouragers
  – paraphrasing

• Express support
Skills for Other Listening Goals

• Listening for pleasure

• Listening to discriminate
Summary

• How important is listening?
• Causes of poor listening
• The listening process
• Physically receiving communication
• Selecting and organizing communication
Summary

- Interpreting communication
- Responding & remembering
- Obstacles to effective listening
- Forms of ineffective listening
- Listening skills