



# Chapter 6

**Communication in Our Lives, 5th Edition**  
by Julia T. Wood



# Hearing

- A passive physiological activity that occurs when sound waves hit our eardrums



The header features a horizontal bar with a blue sky, green hills, and brown ground. A globe is centered in the middle of the bar, partially overlapping the landscape.

# Listening

- An active, complex process
  - **Being mindful**
  - **Physically receiving messages**
  - **Selecting and organizing information**
  - **Interpreting communication**
  - **Responding**
  - **Remembering**

A decorative header at the top of the slide features a central globe with a white and blue color scheme, set against a background of a stylized landscape with green hills and a blue sky. The globe is flanked by two identical landscape panels, all contained within a dark blue rounded rectangular border.

# Mindfulness

- Being fully engaged in the moment
- Enhances communication
  - **increases our understanding of how others feel and think**
  - **others express themselves in greater depth**



# Physically Receiving Messages

- Hearing words and sounds
  - Including reading lips or seeing sign language
- Affected by:
  - **fatigue**
  - **background noises**

A decorative header at the top of the slide features a central globe with a blue and white color scheme, flanked by two rectangular panels. Each panel shows a stylized landscape with green hills, a blue sky, and a brown ground line. The entire header is set against a dark blue background.

# Selecting and Organizing

- We selectively attend to some messages and disregard others
  - physiology, interests, cognitive structures, expectations
  - stimuli that are intense, loud, or unusual
- We use cognitive schemata to organize our perceptions

A decorative header consisting of three rounded rectangular panels. The left and right panels show a landscape with green hills and brown ground under a blue sky. The middle panel features a white globe with blue continents, centered between the two landscape panels.

# Interpreting

- Putting together all that we have selected and organized to make sense of the overall situation
  - **Person centered approach is critical**

A decorative header consisting of three rounded rectangular panels. The central panel features a glowing globe, while the two side panels show a stylized landscape with green hills and a blue sky. The word "Responding" is written in a large, light green, serif font across the center of these panels.

# Responding

- Communicating attention and interest as well as voicing our own views
  - **verbal and nonverbal feedback**
    - attentive posture, head nods, eye contact
    - “okay,” “go on”

A decorative header consisting of three rounded rectangular panels. The left and right panels show a landscape with green hills and a blue sky. The middle panel features a white globe with blue continents, centered over the landscape. Below the panels, the word "Remembering" is written in a large, white, serif font.

# Remembering

- Retaining what you have heard
  - We forget about 2/3 of what we hear
- Effective listeners retain basic ideas and general impressions (the important 1/3)

# External Listening Obstacles

- Message overload
- Message complexity
- Environmental distractions



# Internal Listening Obstacles

- Preoccupation
- Prejudgments
- Lack of effort
- Failure to accommodate listening styles



# Forms of Nonlistening

- Pseudolistening
  - **pretending to listen**
- Monopolizing
  - **continually focusing**
- Selective listening
  - **focusing on only particular parts of messages**



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# Forms of Nonlistening (cont'd)

- Defensive listening
  - **perceiving personal attacks, criticisms, or hostile undertones when no offense is intended**
- Ambushing
  - **listening for the purpose of attacking**
- Literal listening
  - **listening only to the content level of meaning**

# Informational Listening

- Listen to gain and evaluate information



A decorative header consisting of three rounded rectangular panels. The left and right panels show a landscape with green hills and a blue sky. The middle panel features a white globe with blue oceans and green continents, set against a blue sky. The title "Critical Listening" is centered below these panels in a large, white, serif font.

# Critical Listening

- Listen to form opinions, make judgments, or to evaluate people and ideas

A decorative header featuring a central globe with a blue and white color scheme, set against a background of a stylized landscape with green hills and a blue sky. The globe is flanked by two rectangular panels with rounded corners, each containing a similar landscape scene. The entire header is set against a dark blue background.

# Informational and Critical Listening Skills

- Be mindful
- Control obstacles
- Ask questions
- Use aids to recall
- Organize information

A decorative header consisting of three rounded rectangular panels. The left and right panels show a landscape with green hills and a blue sky. The middle panel features a white globe with blue continents, centered over the landscape. Below the header, the title "Relational Listening" is written in a large, bold, light green serif font.

# Relational Listening

- Listening to support another person or to understand another person's feelings and perceptions

# Relational Listening Skills

- Be mindful
- Suspend judgment
- Understand the other person's perspective
  - **paraphrasing**
  - **minimal encouragement**
- Express support



A decorative header consisting of three rounded rectangular panels. The central panel features a white globe with blue oceans and green continents, set against a blue sky and brown ground. The two side panels show a similar landscape with green hills and brown ground under a blue sky.

# Other Purposes of Listening

- Listening for pleasure
- Listening to discriminate



# Textbook WebLinks

- 4.1: [ESL Slang Page](#)
  - Visit this site to learn more about English slang and people for whom English is a second language
- 4.2: NCA's Credo for Ethical Communication
- 4.3: American Public Media: The Story
- 4.4: Tips for Listening and Note Taking



# Websites

- International Listening Association
- Brain.com: The Brain and Mind Fitness Destination
  - Includes links to Standard Univ. research, National Institute of Health, Brain games, memory tests, etc.
- Mind Tools
  - This section of Mind Tools teaches you useful techniques that help to improve your memory
- Deaf Culture Online