



CHAPTER SEVEN



Listening is the process of making sense of others' spoken messages. Listening occurs when the brain reconstructs the vibrating impulses into a representation of the original sound and then gives them meaning.



Hearing is the process in which sound waves strike the eardrum and vibrations are transmitted to the brain, therein, this is a physiological process.



**Reasons for
listening: to
understand, to
evaluate, to build
and maintain
relationships, to help
others.**



**The Challenge of
Listening: personal
concerns,
information
overload, rapid
thought, noise (all
kinds).**



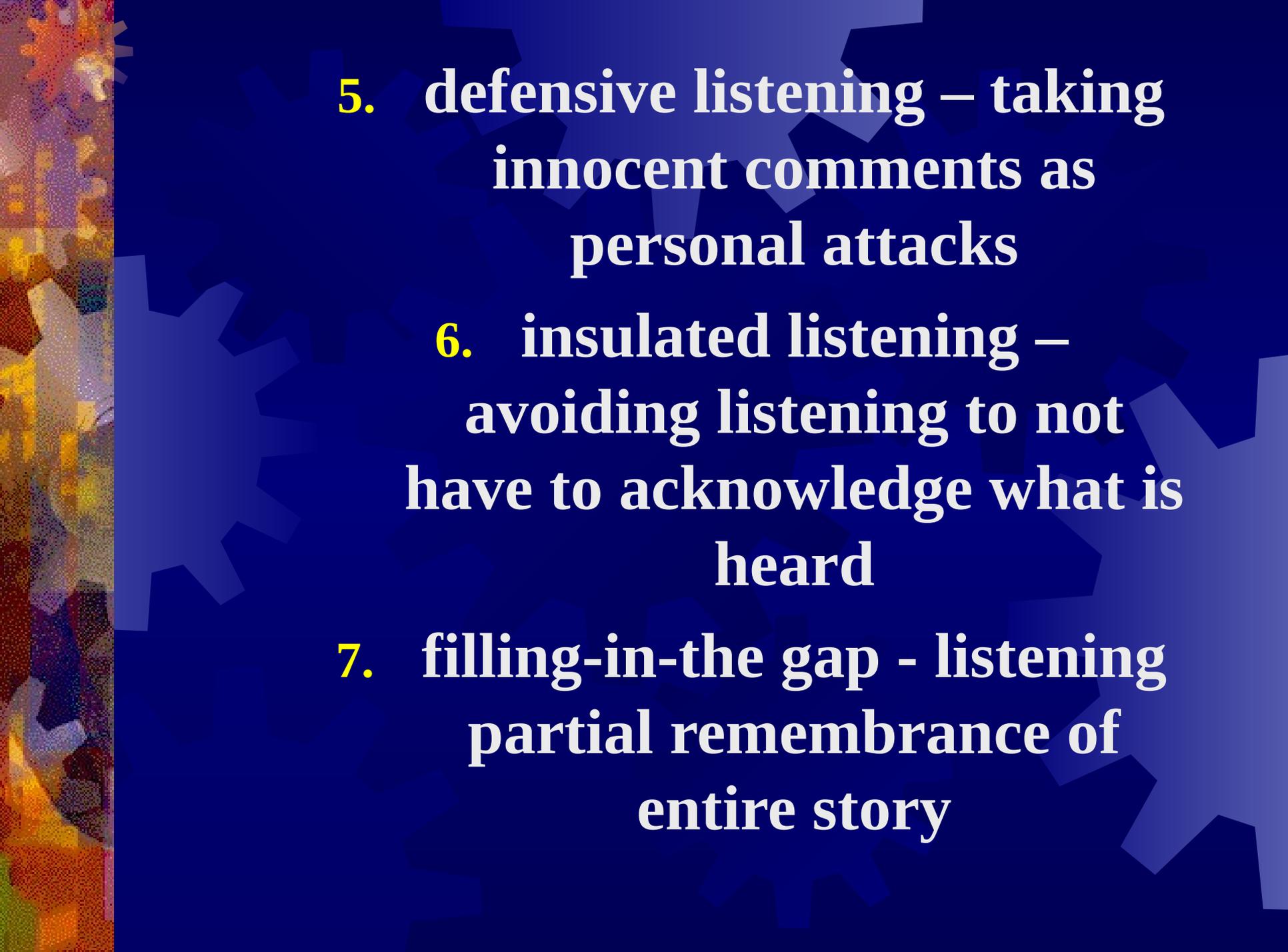
All listeners do not receive the same message based on the fact that physiological factors, social roles, cultural background, personal interests, and needs all shape and distort the raw data we hear into very different messages.



**Because every person
interprets data
uniquely, we have to
accept the fact that we
can never completely
understand another
person.**

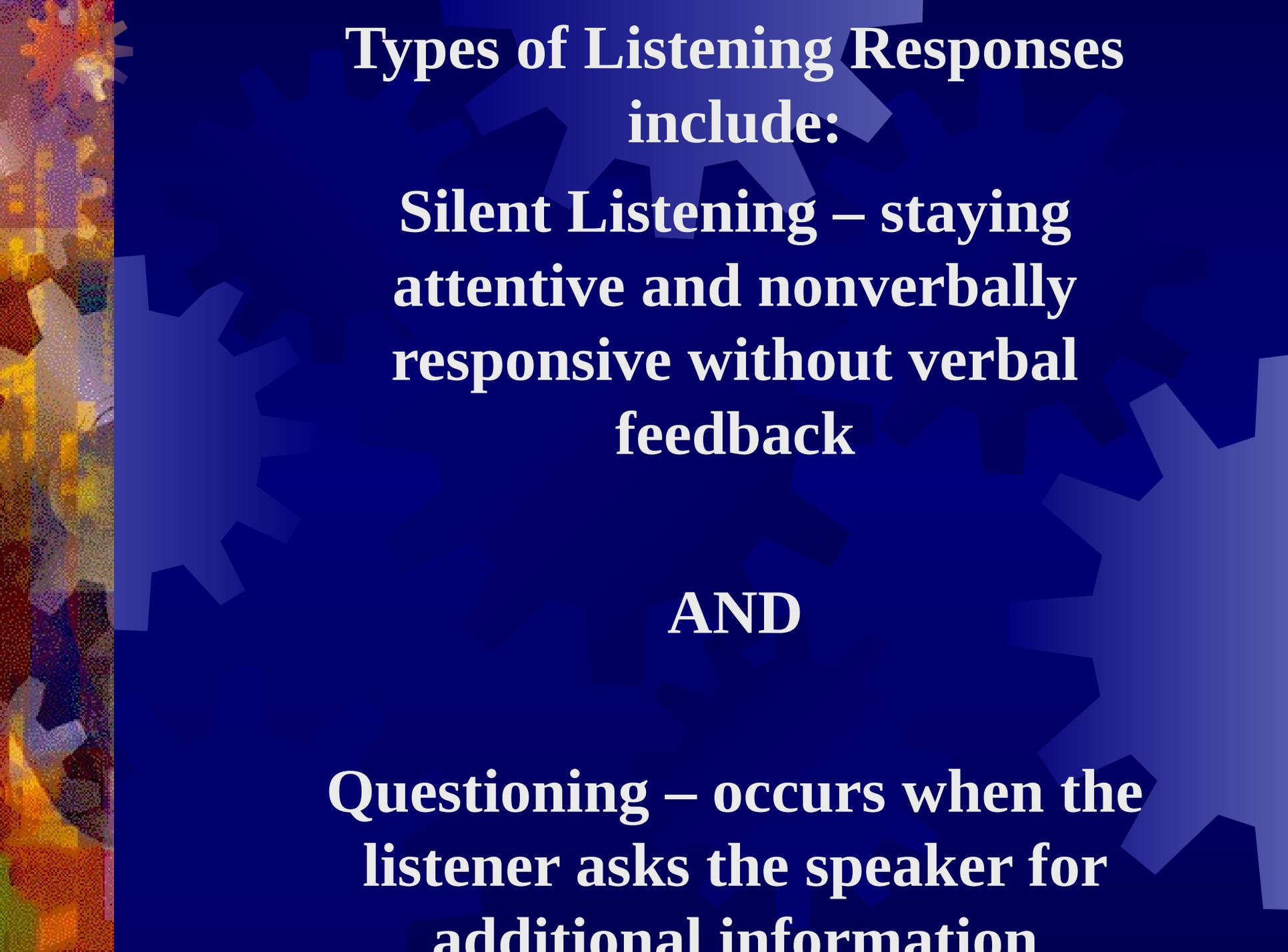
Poor Listening Habits include:

1. **pseudolistening – imitation of real listening**
2. **stage hogging - interested only in expressing one's own ideas**
3. **selective listening – listening only to specific parts of the speaker's remarks**
4. **ambushing – listening only to refute/attack the speaker**

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- 5. defensive listening – taking innocent comments as personal attacks**
 - 6. insulated listening – avoiding listening to not have to acknowledge what is heard**
 - 7. filling-in-the gap - listening partial remembrance of entire story**



**Components of
Listening: Hearing,
attending
(attentiveness),
understanding,
remembering,
responding**

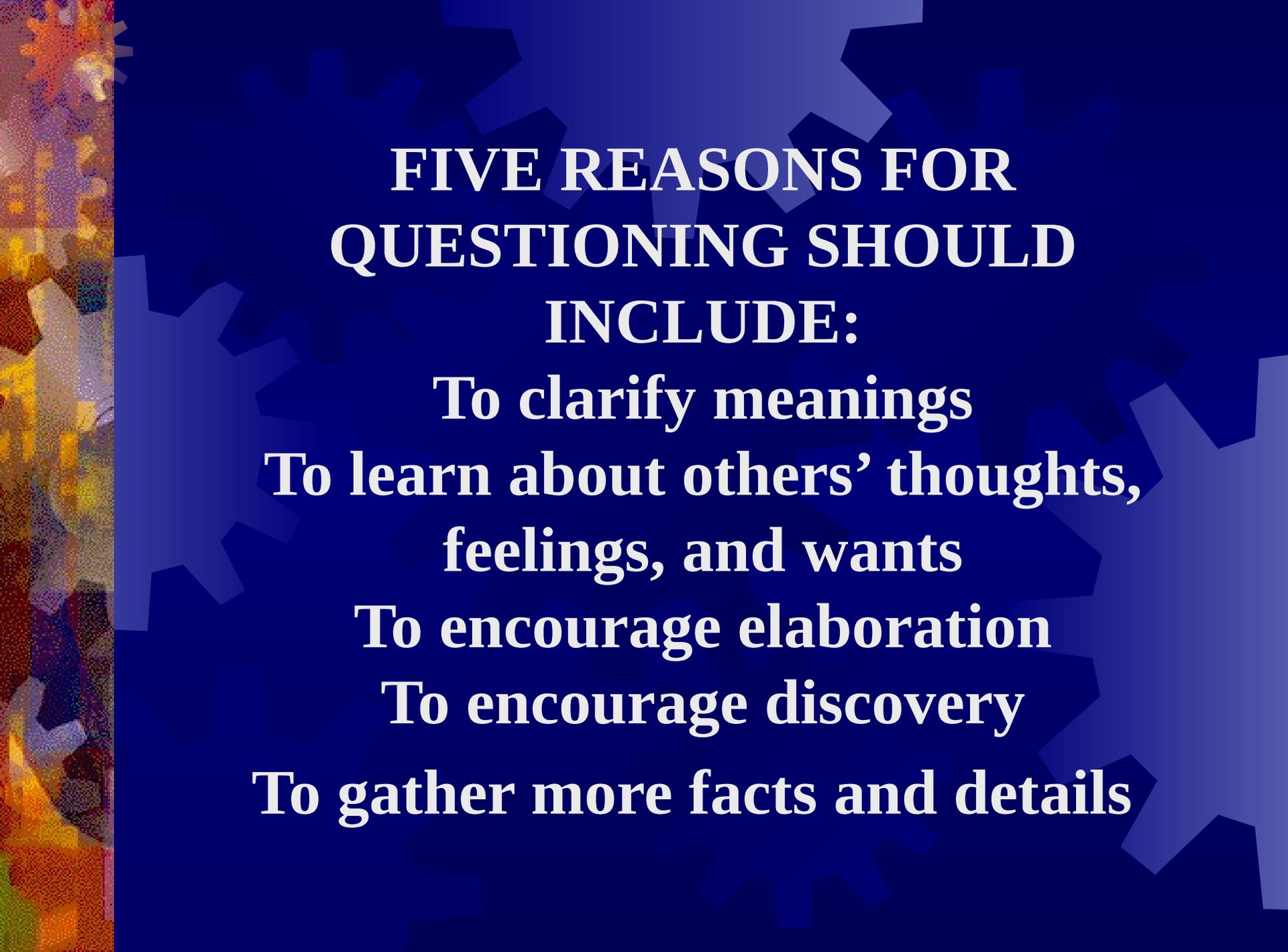


**Types of Listening Responses
include:**

**Silent Listening – staying
attentive and nonverbally
responsive without verbal
feedback**

AND

**Questioning – occurs when the
listener asks the speaker for
additional information**

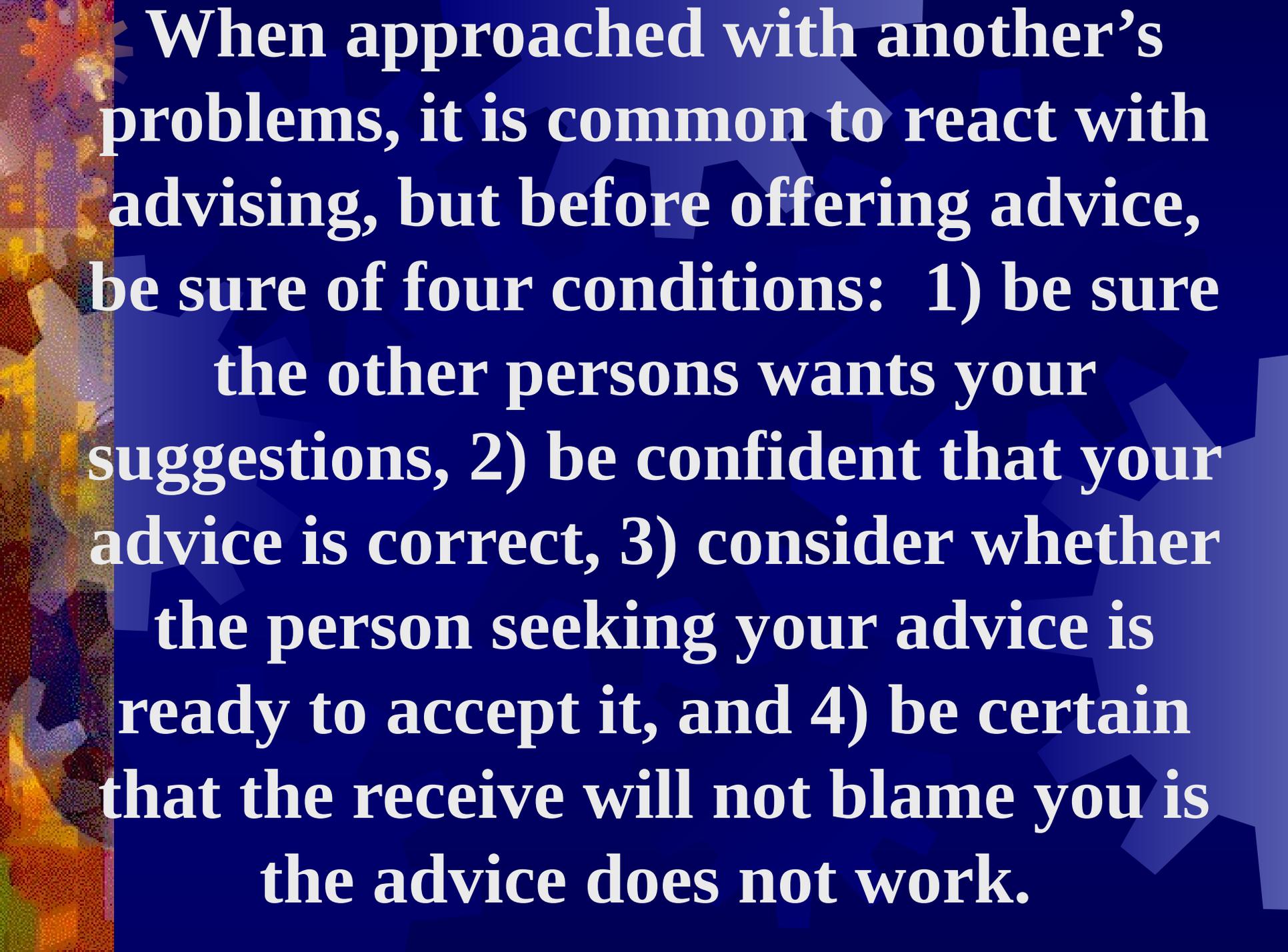


**FIVE REASONS FOR
QUESTIONING SHOULD
INCLUDE:**

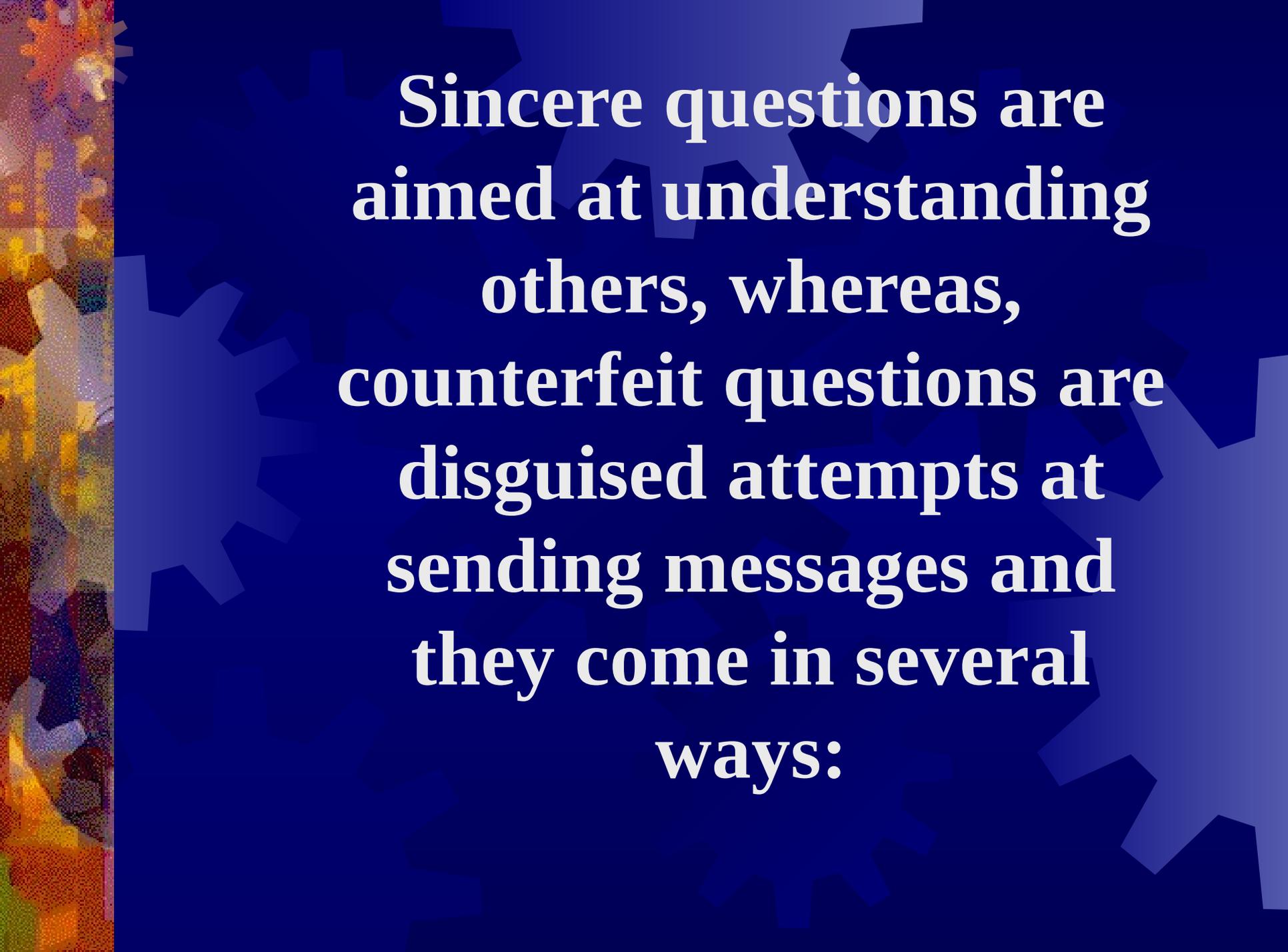
- To clarify meanings**
- To learn about others' thoughts,
feelings, and wants**
- To encourage elaboration**
- To encourage discovery**
- To gather more facts and details**



**In analyzing a situation,
the listener offers an
interpretation of the
speaker's message. In
evaluating, a response
appraises the validity of
the sender's words.**



When approached with another's problems, it is common to react with advising, but before offering advice, be sure of four conditions: 1) be sure the other person wants your suggestions, 2) be confident that your advice is correct, 3) consider whether the person seeking your advice is ready to accept it, and 4) be certain that the receiver will not blame you if the advice does not work.



Sincere questions are aimed at understanding others, whereas, counterfeit questions are disguised attempts at sending messages and they come in several ways:



**Questions that trap the
speaker**

**Questions that make
statements**

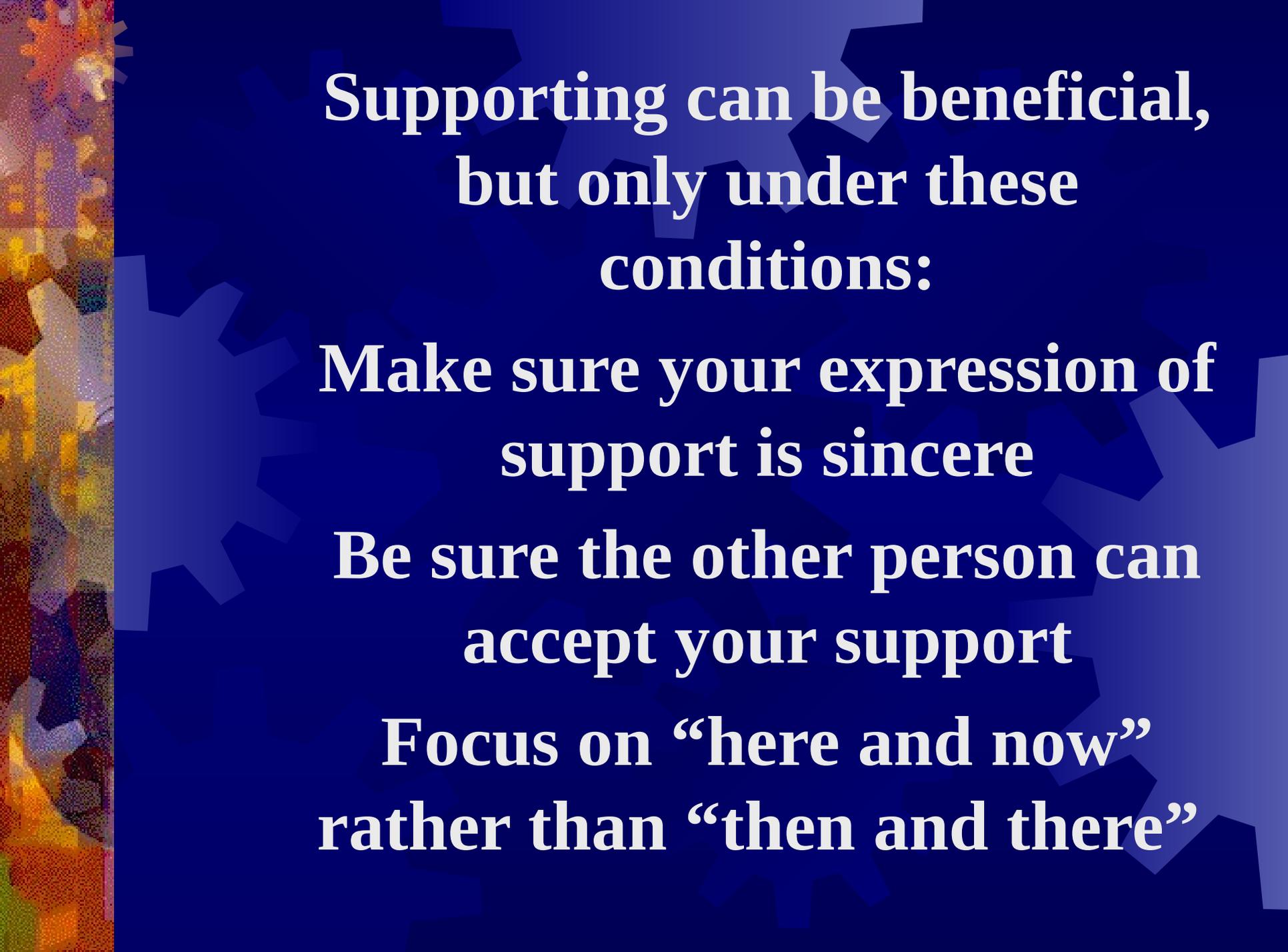
**Questions based on
unchecked assumptions**

**Questions that seek correct
answers**

**Questions that carry hidden
agendas**



**Supporting
responses reveal
the listener's
solidarity with the
speaker's
situation.**



**Supporting can be beneficial,
but only under these
conditions:**

**Make sure your expression of
support is sincere**

**Be sure the other person can
accept your support**

**Focus on “here and now”
rather than “then and there”**

DYAD PROJECT – 12/8/2011

Each dyad on the day of completion will be assigned a contemporary hotbed topic of discussion. Even if students agree on a specific position, for the purpose of the exercise, each person in the dyad **MUST** take an opposing view on the issue. Thereafter, before the class, the dyad will depict a scene in which the differences in opinion on the matter are evident to audience members who are then asked to identify (by writing) modes of listening reflected in the scene as addressed in Chapter 7. Topics and dyad pairs will be assigned on **12/8/2011** – enormity of assignment requires class participation while 7 dyad exercises are taking place with corresponding write-ups submitted for grading, in addition to dyad students are personally involved in through demonstration.