

Unit - IIIBasic Listening SkillsListening :-

* Listening is the process in which the receiver receive the message with proper concentration. It is the foundation of effective communication.

* Listening is the ability to accurately receive and interpret messages in the communication process.

* Without the ability to listen effectively, messages are easily misunderstood.

* As the result comm. break down and the sender easily become frustrated and the irritated.

Self awareness :-

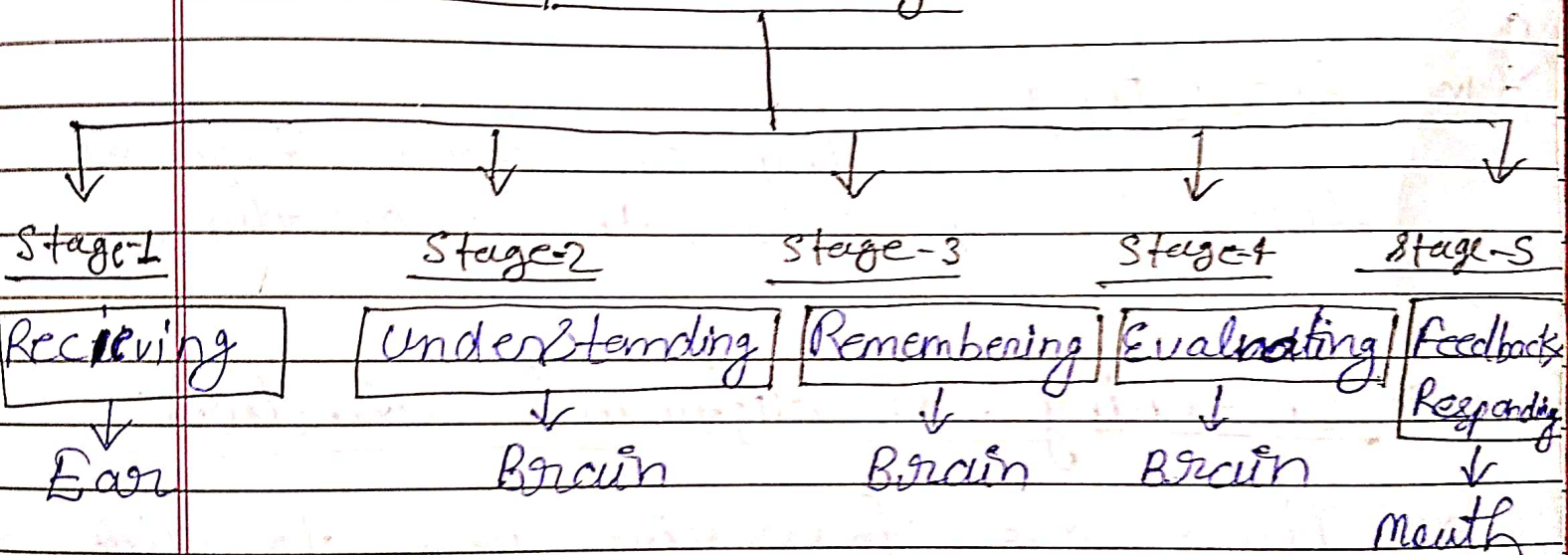
Effective communication is possible when one has self awareness and when can listen without making assumption or judgment.

* We must learn how to listen deeply to ourselves before we can listen others.

* We are more likely to understand the perspective of others when we have a sense of our own self awareness.

* A deep listening practice can be transformative but transformation begins with self awareness, in other words, with the capacity to listen to our inner voices.

Process of Listening



Explanation about process of listening

(1) Receiving :- focus on the speaker's message on words. this is represented by ear because it is the primary tool of listening process.

(ii) Understanding :-

Understanding in this stage we attempt to learn the meaning of the message.

(iii) Remembering :-

Remembering begin with listening with if you remember something that was said you mind might no have been listening effectively.

(iv) Evaluating :-

This the four stage of listening process the evaluaters.

→ Listening in difficult situation

* There are following ways to listen in difficult situations

- (1) Focused on the speaker's words stay from distractions.
- (2) Never interepts while speak is speaking
- (3) Note down the important points while listening.