Chapter 4
Responding to Speeches

The Secret C.O.D.E.

Listening vs. Hearing

Listening
. . . is intermittent.
. . . is a learned skill.
. . . is active.
. . . implies using the message received.

Obstacles to Effective Listening

• Physical distractions
• Physiological distractions
• Psychological distractions
• Semantic distractions
Promoting Better Listening
Guidelines
• Desire to listen.
• Focus on the message.
• Understand the speaker’s point of view.
• Listen with the body & provide feedback.
• Withhold judgment.
• Listen critically.

Critiquing Speeches
Guidelines
• Begin with a positive statement.
• Target a few key areas for improvement.
• Be specific.
• Be honest but tactful.
• Personalize your comments. (Use I-statements)
• Problem-solve the negative.
• End with a positive statement.

Acting on Criticism
Guidelines
• Focus on what your critics say, not how they say it.
• Seek clear and specific feedback.
• Evaluate the feedback you receive.
• Develop a plan of action.