Listening
Chapter 4
Stages of Listening

- Hearing
- Attending
- Understanding
- Responding
- Remembering

Misconceptions About Listening

- Listening is a natural process. **NOT**
- Listening is passive. **NOT**
- All listeners receive the same message. **NOT**

Faulty Listening Behaviors

- Pseudolistening
- Selective listening
- Defensive listening
- Ambushing
- Insulated listening
- Insensitive listening
- Stage hogging
## Reasons for Poor Listening

- Effort
- Rapid thought
- Message overload
- Communication noise
  - Psychological noise
  - Physical noise
  - Physiological noise
- Faulty assumptions
- Talking seems to have more benefits
- Cultural differences

## 3 Types of Listening

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<th>Informational</th>
<th>Critical</th>
<th>Empathic Approaches</th>
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<td>Don’t argue or judge prematurely</td>
<td>Listen for information before evaluating</td>
<td>Advising</td>
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<td>Separate the message from the speaker</td>
<td>Evaluate the speaker’s credibility</td>
<td>Judging</td>
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<td>Be opportunistic</td>
<td>Examine the speaker’s:</td>
<td>Analyzing</td>
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<td>Look for key ideas</td>
<td>- evidence</td>
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<td>Ask questions</td>
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## Paraphrasing

- Define:
  - Restating in your own words the msg you thought the speaker just sent, without adding anything new.
- Content paraphrase: used in informative listening
- Feelings paraphrase: used in empathic listening
3 Approaches to Paraphrasing
1. Change the speaker’s wording
   • Don’t be a parrot
2. Offer an example of what you think the speaker is talking about
3. Reflect the underlying theme of the speaker’s remarks

Active Listening
1. Paraphrase the speaker’s meaning (content)
   and
2. a) Express understanding of the speaker’s feelings
   and/or
   b) Ask questions

Questioning Techniques (not in bk)
- Get details
- Clarify word meanings
- Clarify feelings
To Paraphrase or Not to Paraphrase is the Question?

- Is the problem complex enough?
- Do you have the necessary time or concern?
- Can you withhold judgment?
- Note: Use it proportionately to your other responses.
Paraphrase/questioning Activity
Test Your Competence: Questions and Paraphrase

Provide an appropriate content paraphrase, feelings paraphrase and question for each message below:
1. Edit your response as needed.
2. Now read your response aloud. Does it sound "natural"? If not, revise it until it does.

Here's an example:
"It's Dionne's birthday, and I've planned a big evening. Sometimes I think Dionne believes I take her for granted - well, after tonight she'll know I really think she's something special!"

Paraphrase: "If I'm understanding you, you're really proud that you've planned a night that's going to be a lot more elaborate than what Dionne expects on her birthday."

Question: "What specific things do you have planned?"

----------------------------------------------------------------------
1. Luis: "It was just another mind-numbing class. I keep thinking one of these days Professor Romero will get excited about something. He is a real bore!"
   ♦ Paraphrase
   ♦ Question:

2. Angie: "Everyone seems to be raving about the new club Graham Central Station, but I haven't even had a chance to check it out yet. Anytime my friends at work ask me to go I either have to work late or help my sister out and watch her kids."
   ♦ Paraphrase
   ♦ Question:

3. Your manager says, "I just received word that I received the promotion I was hoping for. It's going to mean so much more responsibility." You say:
   ♦ Paraphrase
   ♦ Question:
4. Aileen: "I've got a report due at work and a paper due in management class. On top of that, it's my sister's birthday, and so far I haven't even had time to get her anything. Tomorrow's going to be a disaster."

♦ Paraphrase

♦ Question:

5. A customer says to you, "First I was told I had to come down here to complete the forms and then when I get here I was directed to two different departments. I've about had it." You say:

♦ Paraphrase

♦ Question:

6. Our committee has been meeting every week now for two months. No matter what the proposal or idea expressed, Bob acts like a wet blanket. We only have one more month to complete the plan and implement it; we're running out of time. All he says is, "No, I don't think it is practical," or, "No, we don't have enough money." We're getting nowhere fast. The rest of us feel like resigning from the committee. You say:

♦ Paraphrase

♦ Question: