UNIT 5: LISTENING

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5.1 LEARNING OBJECTIVES

After going through this unit, you will be able to-

- know the concept of listening,
- understand the importance of listening,
- know about the process of active listening.

5.2 INTRODUCTION

Listening is the capacity to precisely get and decipher messages in the communication procedure. Listening is vital to all viable communication. Without the capacity to listen adequately, messages are effectively misconstrued, communication disconnects, and the sender of the message

can without much of a stretch become baffled or disturbed. In the event that there is one communication ability you should intend to ace, it is 'listening'.

As indicated by Oxford Living Dictionaries, to listen is to offer regard for sound or action. When listening in, one is hearing what others are stating, and attempting to comprehend what it means. The demonstration of listening includes complex feelings, subjectivities, and conduct processes. Affective procedures incorporate the inspiration to tune in to other people; intellectual procedures incorporate taking care of, understanding, getting, and deciphering substance and social messages; and cognitive procedures incorporate reacting to others with verbal and nonverbal criticism.

Listening contrasts from complying. An individual who receives and understands information or guidance, and afterward decides not to consent to it or not to agree to it, has listened in to the speaker, despite the fact that the outcome is not what the speaker needed. Listening is a term wherein the audience listens in to the person who delivered the sound to be listened in. A Semiotician, Roland Barthes, described the qualification among listening and hearing. "Hearing is a physiological marvel; listening is a psychological demonstration."

As per Roland Barthes, listening can be comprehended on three levels: alarming, deciphering, and a comprehension of how the sound is delivered and how the sound influences the listener.

Alarming, the first level, is the identification of natural sound signs. This implies certain spots have certain sounds related with them. This is best clarified utilizing the case of somebody's home. Their home has certain sounds related with it that makes it recognizable and agreeable. An interruption, a sound that is not natural (for example a squeaking entryway or section of flooring, a breaking window) cautions the inhabitants of the home to the potential peril.

Deciphering, the subsequent level, depicts identifying designs when interpreting sounds. A case of this level is that of a child hanging tight for the sound of his mother's arrival at home. In this situation the child is holding back to get on sound signs (for example jingling keys, the turn of the door handle, and so forth.) that will check his mother's methodology.

Understanding, the third level of listening in, implies knowing how what one says will influence another. This kind of listening is significant in psychoanalysis, the study of the unconscious mind. Barthes states that the psychoanalyst must turn off their judgment while listening in to their patient so as to speak with their patient's oblivious in an unprejudiced manner. This is a similar way that listeners must turn off their judgment when listening in to other.

All of the three levels of listening capacity are at a similar plane, and here and there at the same time.

5.3 CONCEPT AND IMPORTANCE OF LISTENING

Listening skill is key to getting messages successfully. It is a mix of hearing what someone else says and the contribution of the individual who is talking. Listening is a skill of. It requires a craving to comprehend another individual, an attitude of respect, acceptance and an eagerness to open one's mind to attempt to see things from another's point of view. It requires an elevated level of focus and vitality. It demands that we put aside our claim considerations and motivation, we ourselves from another's perspective and attempt to see the world through that individual's eyes.

Listening is a language methodology. It is one of the four abilities of a language. They are : listening, speaking, reading and writing. It includes a functioning inclusion of a person. Listening includes a sender, a message and a receiver. It is the psychological procedure of receiving, taking care of developing significance from and reacting to spoken or potentially non verbal messages.

Listening includes some key segments. They are:

- segregating between sounds
- perceiving words and understanding their importance
- recognizing syntactic groupings of words,
- recognizing articulations and sets of expressions that demonstration to make meaning,
- associating phonetic signs to non-semantic and paralinguistic prompts,

- utilizing foundation learning to foresee and to confirm meaning and
- reviewing significant words and thoughts.

5.3.1 Process of listening

The process of listening occurs in five stages. They are hearing, understanding, remembering, evaluating and responding.

HEARING - It refers to the reaction brought about by sound waves invigorating the tactile receptors of the ear. It is physical reaction. Hearing is impression of sound waves. One should hear to listen in, yet one need not listen in to hear (observation vital for listening relies upon consideration). Brain screens improvements and allows just a chosen few to come into focus. This specific discernment is known as consideration, a significant necessity for compelling listening.

UNDERSTANDING - This step helps to understand symbols we have seen and heard. We must analyse the significance of the stimuli we have seen. Symbolic stimuli are words as well as sights (like blue uniform) that have symbolic meanings also. The implications appended to these symbols are a component of our past affiliations and of the unique situation in which the symbols happen. For fruitful relational communication, the listener must comprehend the expected significance and the setting accepted by the sender.

REMEMBERING - Remembering is significant part of the listening process since it implies that an individual has received and translated a message as well as added it to the mind's capacity bank. In Listening, our consideration is particular, so too is our memory-what is recollected might be very, not quite the same, as what was initially observed or heard.

EVALUATING - Attentive people take an interest at this phase in listening. At this point the attentive person gauges proof, sorts actuality from sentiment, and decides the nearness or nonappearance of inclination or bias in a message. The effective listener ensures that the individual in question does not start this movement too early. Starting this phase of the procedure before a message is finished

requires that we never again hear and take care of the approaching message, therefore, the listening procedure stops.

RESPONDING - This stage necessitates that the recipient completes the procedure through verbal or potentially nonverbal input; on the grounds that the speaker has no other method to decide whether a message has been received. This stage turns into the main unmistakable methods by which the sender may decide the level of accomplishment in transmitting the message.

5.3.2 Strategies of Listening

Listening procedures are methods or exercises that contribute legitimately to the cognizance and review of listening input. Listening techniques can be ordered by how the listener forms the input.

Top-down procedures are listener based. The listener takes advantage of foundation learning of the theme, the circumstance or setting, the sort of content, and the language. This foundation learning enacts a lot of desires that help the listener to decipher what is heard and envision what will come straightaway. Top-down procedures incorporate the following:

- Listening in for the principle thought
- anticipating
- drawing inductions
- summarizing

Bottom-up procedures are content based. The listener depends on the language in the message, that is, the mix of sounds, words, and language that makes meaning. Bottom-up methodologies incorporate the following:

- listening in for specific details
- perceiving cognates
- perceiving word-order designs

5.3.3 Importance of Listening Skill

Great listening aptitudes make workers increasingly profitable. The capacity to listen cautiously will permit an individual to:

- comprehend assignments in better manner.
- manufacture affinity with collaborators, supervisors, and customers;
- show support;
- work better in a group based condition;
- resolve issues with clients, colleagues, and managers;
- answer questions
- find hidden implications in what others say.

5.3.4 Ways to improve Listening skill

Hearing and Listening are two different actions. Hearing is passive while listening is active. Listening is a psychological procedure. It can accordingly be improved by regular practice. Listening is a useful expertise. Active listening is truly an expansion of the Golden Rule. Highlighted below are a few of the tips which can assist the individual with improving his/her listening aptitude:

- Face the speaker
- Maintain eye contact
- Limit outer interruptions
- React fittingly
- Concentrate exclusively on what the speaker is stating
- Limit inside interruptions
- Keep a receptive outlook
- Abstain from telling the speaker how you dealt with a comparative circumstance
- Regardless of whether the speaker is propelling a complaint against you, hold up until they finish safeguarding yourself.
- Engage yourself

5.3.5 Barriers to Listening

Listening is not simple and there are various obstacles that hold up traffic of viable listening, both inside and outside the working environment. These boundaries might be classified as follows.

- **Physiological Barriers**: - few people may have authentic hearing issues or lacks that keep them from listening appropriately. It very well may be dealt with. A few people may have problem in preparing information or retaining information in the memory.
- **Physical Barriers**: - These refer to interruption in the environment, for example, the sound of an air conditioner, cigarette smoke, or an overheated room. It can interfere the listening procedure. They could likewise be an information over-burden. For instance, if you are in meeting with your director and the telephone rings and your mobile beeps simultaneously to let you realize that you have the message. It is difficult to listen cautiously to what is being said.
- **Attitudinal Barriers**: - Pre occupation with individual or business related issues can make it hard to concentrate one's consideration totally on what speaker is saying, even if what is being said is of significance. Another regular attitudinal boundary is egocentrism, or the conviction that one is proficient than the speaker, or that there is nothing new to gain from the speaker's thoughts. Individuals with this kind of close disapproved frame of mind are extremely poor listeners.
- **Wrong Assumptions**: - The achievement of communication rely upon the both the sender and receiver. It is not right to accept that communication is the sole obligation of the sender or the speaker and that listener have no task to carry out. Such an assumption can be an enormous obstacle to listening. For instance, a splendid speech or presentation,

very well conveyed, is squandered if the receiver is not listening at the other end. Listeners have a lot of duty, as speakers do, to make the communication effective. The procedure ought to be made fruitful by paying consideration, looking for explanations and giving criticisms.

- **Cultural Barriers**: - Accents can be obstructions to listening, since they interfere with the capacity to comprehend the significance of words that are articulated in an unexpected way. The issue of various accents emerges between cultures, and also within a culture. For instance, in a country like India where there is huge cultural diversity, accents may contrast even between areas or states.
- **Gender Barriers**: - Communication research has indicated that gender can be barrier to listening. Studies have uncovered that men and women listen contrastingly and for various purposes. Women are bound to listen in for the feeling behind a speaker's words, when men listen in more for the realities and the substance.
- **Lack of Training**: - Listening is not a natural aptitude. Individuals are not brought into the world as great listeners. It is developed through training and preparation. Lack of training in listening skills is a significant hindrance.
- **Bad Listening Habits**: - Most individuals are very normal listeners who have developed poor listening propensities that are difficult to say and that go about as hindrances to listening. For instance, a few people have the propensities for "faking" consideration, or attempting to resemble listeners, so as to impress the speaker and to guarantee him/her that they are focusing. Others may tend to listen in to every single actuality and, subsequently, miss out the central matter.

5.3.6 Benefits of Effective Listening Skills

Learning the ability of powerful listening advantages self-improvement and development in the accompanying manners:

- Effective Communication
- Fewer Misunderstandings
- Improved Relationships
- Personal Growth

5.3.7 Common Listening Mistakes

There are some normal errors which are made by an individual while listening. Some of them are:

- Interfering with the speaker.
- Completing the speakers sentences ahead of time.
- Habit of garnishing someone else's story with one's own. It is belittling and consigns the speaker's story to something less significant.
- Dominating Conversation - An individual who overwhelms discussions likely submits all of the above missteps and is not listening at all.

5.4 PROCESS OF ACTIVE LISTENING

Active listening is a specific communication method that requires the listener to give criticism on what the person hears, to the speaker, by method of rehashing or rewording what they have heard in their own words. The objective of this redundancy is to confirm what the listener has heard and to confirm the comprehension of the two parties. The capacity to effectively listen exhibits earnestness, and that nothing is being accepted or underestimated. Active listening is regularly used to improve individual connections, decrease misjudging and clashes, strengthen participation, and encourage understanding.

When engaging in with a specific speaker, a listener can utilize a few degrees of active listening, each subsequent in an alternate nature of communication with the speaker.

Active listening can likewise include focusing on the speaker's behaviour and body language. Being able to interpret an individual's body language communication gives the listener a chance to build up an increasingly precise comprehension of the speaker's message.

5.4.1 Three Basic Modes of Listening

The following account throns light on the basic models of listening.

Active or Reflecting Listening

It is one of the most valuable and significant listening expertises. In active listening, the listener is truly keen on understanding what the other individual is thinking, feeling, and needing for sure the message means. The individual is active in checking his comprehension before he/she reacts with his new message. The listener repeats or rewords the comprehension of the message and reflects it back to the sender for check. This confirmation or input procedure is what recognizes active listening and makes it powerful.

Following are the essentials of Active Listening

- Force
- Compassion
- Acknowledgment
- Recognizing responsibility for completeness

Passive or Attentive Listening

Here, the listener is really keen on hearing and understanding the other individual's perspective. He/she will be attentive and will passively listen. The Listener expects that what he/she heard and comprehends is right, and hence remains passive and does not check it.

Competitive or Combative Listening

This model can be seen in cases when the listener is progressively keen on promoting his/her own perspective than in understanding or exploring another person's view. He/she either listens in for openings to address everyone, or on the other hand for imperfections or powerless focuses.



CHECK YOUR PROGRESS

Q1. Explain the importance of listening skill.

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Q2. What are the benefits of effective listening skills?

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Q3. What are the common listening mistakes?

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5.5 LET US SUM UP

- Listening is the capacity to precisely get and decipher messages in the communication procedure.
- A Semiotician, Roland Barthes described the distinction between listening and hearing. “Hearing is a physiological marvel; listening is a psychological demonstration.”
- As per Roland Barthes, listening can be comprehended on three levels: alarming, deciphering, and a comprehension of how the sound is delivered and how the sound influences the listener.
- Listening is a skill. It requires a craving to comprehend another individual, an attitude of respect, acceptance and an eagerness to open one’s mind to attempt to see things from another’s point of view.
- The process of listening occurs in five stages. They are hearing, understanding, remembering, evaluating and responding.
- Hearing and Listening are two different actions. Hearing is passive, while listening is active.

- Active listening is a specific communication method that requires the listener to give criticism on what the person hears, to the speaker, by method of rehashing or rewording what they have heard in their own words.
- Active listening can likewise include focusing on the speaker's behaviour and body language.



5.6 FURTHER READING

1. Asemota, H. E. (2015). Nature, Importance and Practice of Listening Skill. *British Journal of Education Vol.3,* No.7, pp.27-33
2. Tyagi, B. (2013). Listening: An Important Skill and Its Various Aspects. *An International Journal in English vol.12,* February

5.7 ANSWERS TO CHECK YOUR PROGRESS



Ans to Q No 1. Great listening aptitudes make workers increasingly profitable. The capacity to listen cautiously will permit a individual to: comprehend assignments in better manner, manufacture affinity with collaborators, supervisors, and customers; show support; work better in a group based condition; resolve issues with clients, colleagues, and managers; answer questions find hidden implications in what others say.

Ans to Q No2. Learning the ability of powerful listening advantages self-improvement and development in the accompanying manners: Effective Communication, Fewer Misunderstandings, Improved Relationships, Personal Growth.

Ans to Q No3. There are some normal errors which are made by an individual while listening. Some of them are: Interfering with the speaker, Completing the speakers sentences ahead of time, Habit of garnishing someone else's story with one's own, etc., Dominating Conversation



5.8 MODEL QUESTIONS

Short Questions (Answer each question within 150 words)

Q1. Describe the ways to improve listening skill.

Q2. What are the strategies of listening?

Long Questions (Answer each question within 300-500 words)

Q1. Explain the process of listening.

Q2. What are the barriers of listening?