

LISTENING

Listening to longer text

Listening is the most important communication skill. We probably spend more time using our Listening Skills than any other kind of skill. Like other skills, listening takes practice. Real Listening is an active process that requires attention.

Listening Comes First and the foremost communication skills, that we learn in our lives is nothing but “LISTENING”

- LISTENING
- SPEAKING
- WRITING
- READING

Active Listening Process Steps:

1. Hearing
2. Filtering
3. Comprehending
4. Remembering
5. Responding

Types of Listening

DISCRIMINATIVE LISTENING – It involves identifying the difference between various sounds. It also enables one to differentiate between familiar and unfamiliar language.

COMPREHENSION LISTENING – It involves attaching meaning to what is being listened to. It may also include comprehending the non-verbal messages being conveyed by the speaker.

EVALUATIVE LISTENING – It involves evaluating and analyzing the message being received. It involves judging the acceptability of what is said depending on how logical one finds it to be.

ATTENTIVE LISTENING – It involves paying attention to the words that are being spoken.

PRETENCE LISTENING – It involves more hearing than listening. It means pretending through facial expressions that one is listening when actually one is not.

SELECTIVE LISTENING – It involves selecting the desired part of the message and ignoring the undesired part of the message.

INTUITIVE LISTENING – It means listening through the intuitive mind by silencing the other forms of internal dialogues going on simultaneously.

Tips for being a Good Listener

- ✓ Give your full attention on the person who is speaking. Don't look out the window or at what else is going on in the room.
- ✓ Make sure your mind is focused. It can be easy to let your mind wander if you think you know what the person is going to say next, but you might be wrong! If you feel your mind wandering, change the position of your body and try to concentrate on the speaker's words.
- ✓ Give feedback.
- ✓ Sit up straight and look directly at the speaker. Now and then, nod to show that you understand. At appropriate points you may also smile, frown, laugh, or be silent. These are all ways to let the speaker know that you are really listening. Remember, you listen with your face as well as your ears.

Read the passage and answer the questions

Here's a mouth-watering cookie recipe for you to try at home. You will need two cups each of margarine, white sugar and brown sugar; four eggs, four cups of flour, 1 teaspoon of baking powder, a pinch of salt and a cup of milk chocolate chips. First of all, pre-heat the oven to 350 degrees Fahrenheit. Take a large bowl and cream together

the margarine and sugar until they are smooth. Then add the eggs, one by one. Sift the flour and baking powder into the mixture and add the salt. Finally add the chocolate chips. Drop spoonfuls of the mixture onto ungreased cookie sheets and bake for eight to ten minutes until the edges are golden brown. Cool for one hour before eating.

1) Which of the following is NOT an ingredient in the recipe?

- a. Cream
- b. Flour
- c. Eggs
- d. Margarine

2) What must the cook do first?

- a. Put the margarine and sugar in a bowl
- b. Turn on the oven
- c. Sift the flour
- d. Break the eggs

3) Which of the following ingredients is added last?

- a. Salt
- b. Baking powder
- c. Chocolate chips
- d. Eggs