



chapter 3
Listening

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Hearing	Listening
Vibration of sound waves on eardrums	Paying close attention to what we hear

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Types of Listening



- **Appreciative**
- **Empathic**
- **Comprehensive**
- **Critical**

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Appreciative Listening

**Listening for pleasure
or enjoyment**

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Empathic Listening

**Listening to provide emotional
support for speaker**

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Comprehensive Listening

**Listening to understand
speaker's message**

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Critical Listening

Listening to evaluate message to accept or reject it

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Causes of Poor Listening

- Not concentrating
- Listening too hard
- Jumping to conclusions
- Focusing on delivery, personal appearance

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Spare "Brain Time"

Difference between rate of talk (120-150 words a minute) & rate at which brain processes language (400-800 words a minute)

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Becoming Better Listener

- Take listening seriously
- Be active listener
- Resist distractions
- Don't be diverted by appearance, delivery



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Becoming Better Listener

- Suspend judgment
- Develop note-taking skills
- Focus your listening

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Focused Listening

Listen for

- Main points
- Evidence
- Technique



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