

Course Title: English
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Objectives: To learn how to listen effectively in class and in life

- Develop students listening abilities
- Teach basic listening strategies
- Address difficulties faced in effective listening
- Expose students to different listening situations through activities.

Characteristics of Listening

We were given two ears but only one mouth, because listening is twice as hard as talking.

L = Look interested

I = Involve yourself by responding

S = Stay on target

T = Test your understanding

E = Evaluate the message

N = Neutralize your feelings

Barriers to effective listening

- Interrupting – knowing the answer
- Trying to be helpful
- Seeing discussion as competition
- Distraction - red flag words – emotional triggers
- Gap searching

Why listening skills are important

- Improves relationships
- Improves our knowledge
- Improves our understanding
- Prevents problems escalating
- Saves time and energy
- Leads to better results

What does Effective listening present?

- Effective listening skills are the ability to actively understand information provided by the speaker, and display interest in the topic discussed. It can also include providing the speaker with feedback, by asking pertinent questions so the speaker knows the message is received.

What are the Steps to get and enhance the effective Listening?

Step 1: Face the speaker and maintain eye contact.

Step 2: Be attentive, but relaxed.

Step 3: Keep an open mind.

Step 4: Listen to the words and try to picture what the speaker is saying.

Step 5: Don't interrupt and don't impose your "solutions."

Step 6: Wait for the speaker to pause to ask clarifying questions.

Step 7: Ask questions only to ensure understanding.

Step 8: Try to feel what the speaker is feeling.

Step 9: Give the speaker regular feedback.

Step 10: Pay attention to what *isn't* said—to nonverbal cues.

Listening skills can be categorized into the following areas:

1- Hear: It is perception of sound waves; you must hear to listen, but you need not listen to hear

- Allow the other person to talk.

- Avoid interruptions.
- Clear one's mind of distractions.
- Encourage the speaker to elaborate on what is being said through verbal and nonverbal cues.

Focus on the speaker; e.g., maintain eye contact

2- Clarify

- Ask open-end questions to probe for further detail. Whenever possible, ask clear and thoughtful questions. If these questions are asked in the right spirit the speaker has an opportunity to repeat, expand, or clarify his or her message
- Avoid asking leading questions to get the desired comment or response.
- Avoid coming to conclusions before the speaker finishes.

3- Interpret

- Avoid taking what the speaker says at face value by looking at feelings as well as body language.
- Communicate your interpretation and verify its accuracy.
- Concentrate on facts and data, not perceptions.
- Distinguish between assumptions, and facts and data.
- Identify the main ideas.

4- Respond

- Be sincere.
- Conduct follow-up, if necessary, on any resulting request by the instructor or the speaker.
- Demonstrate a physiological (e.g., body language) and psychological response.
- Exhibit empathy rather than sympathy.