## CHAPTER 3: LISTENING



HEARING AND LISTENING

***HEARING-* one’s physical ability to perceive sounds**

***LISTENING*- the process of giving thoughtful attention to what we hear**

* **Listening is more complex than hearing because it demands concentration**
* **Listening takes more than just our ears; it takes our eyes and hearts**

FACTORS THAT INTERFERE WITH LISTENING

* **NOISE (internal and external)**
* **DELIVERY**
* **LANGUAGE**
* **MESSAGE OVERLOAD**
* **PERCEPTIONS**

EFFECTIVE LISTENING

* **ACTIVE LISTENING- listening with a sense of purpose and involvement**
* **PASSIVE LISTENING- the only party involved in the message is the sender**
* **INFORMATIONAL LISTENING**-allows you to focus on the content of the message in order to gain knowledge
* **CRITICAL LISTENING-evaluating the speaker’s message or intent**
* **EMPATHY- the ability to understand what someone else is feeling, involves looking at a situation from the other person’s perspective**
* **SUPPORT**
* **REMEBERANCE**
* **RESPONSIVE LISTENING SKILLS AND CHECKING OUR PERCEPTIONS**
* QUESTIONING- **communication skill designed to help us understand another person’s message**
* PARAPHRASING**- restating another person’s message in our own words**
* INTERPRETING**-to clarify the message and offer an alternative perception**