

LISTENING



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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**
- **Listening requires attention**



Effective Listening

- is the process of analyzing sounds,
- organizing them into recognizable patterns,
- interpreting the patterns and understanding the message by inferring the meaning
- Many of the problems we experience with people in our daily lives are primarily attributable to ineffective listening or lack of listening



Listening and hearing

- **Not the same.**
- **Hearing is the first stage of listening. Hearing occurs when our ears pick up sound waves which are then transported to our brain.**
- **Listening is an active process. In active listening, meaning and evaluation of a message must take place before a listener can respond to a speaker.**
- **Therefore, the listener is actively working while the speaker is talking.**
- **Our thought speed is much faster than our speech speed.**



STEPS:

- **Hearing; the sensory perception of sound**
- **Filtering; message is categorized as wanted or unwanted**
- **Comprehending; absorbing, grasping or assimilating.**
- **Remembering; stored in memory to facilitate future recall.**
- **Responding; to show that the message is being received and comprehended**

BARRIERS TO EFFECTIVE LISTENING

- Physiological Barriers;
 - _Hearing Impairment
 - _Speaking-Thinking rate
- Environment Barriers
 - _Physical Distractions
 - _Message Overload
- Language Barrier

Attitudinal Barriers

- _Prejudices
- _Preoccupation
- _A casual attitude
- _Egocentrism

Poor Listening Habits

- _Faking attention
- _Listening only for facts
- _Avoiding difficult & uninteresting materials
- _Focusing on delivery

Lack of common experiences



HOW TO BE BETTER LISTENER

- Be motivated to listening
- Be prepared to listen
- Be objective
- Be Alert to all Cues
- Make Good use of the Thinking-Speaking time Difference
- Use feedback
- Practice listening
- Use verbal & nonverbal Cues to encourage the speaker



The END

