



# LISTENING

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# Learning Objectives

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- Listening: Definition and Process
- Types
- Active Listening
- Importance of Active Listening at workplace
- Verbal and Non-verbal cues of Active Listening
- Steps to Effective Listening
- Good listener and Bad Listener
- Ways to improve Listening skills

# Listening: Definition and Process

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**Definition:** Listening is the ability to accurately receive and interpret messages in the communication process.

**Process:** Within the work context, listening is a process by which an employee understands the needs, demands and preferences of their stakeholders through direct communication.

A stakeholder could be anyone right from the employer, a client/customer/co-worker/subordinate, upper management, board member, interviewer or a job candidate.

# Listening Types

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- **Active Listening:** It is the ability to focus completely on the speaker, comprehend and understand their information and respond effectively (either by verbal or non-verbal cues or action or execution).
- **Passive Listening:** It is an act of hearing a speaker without retaining their message.

# Active Listening

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- It is a highly valued interpersonal communication skill that ensures the ability to engage and later recall specific details without needing information repeated.
- Active listeners use verbal as well as non-verbal techniques to show and keep their attention on the speaker.

## Active Listening



# Importance of Active Listening at workplace

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- It helps build connections
- It helps build trust
- It helps identify and solve problems
- It helps increase knowledge and understanding of various issues
- It helps avoid missing critical information

# Verbal cues of Active Listening

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- Paraphrasing
- Asking open-ended questions
- Asking specific probing questions
- Using short verbal affirmation
- Displaying empathy
- Sharing similar experiences
- Recalling previously shared information

# Non-verbal cues of Active Listening

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- Nodding
- Smiling
- Avoiding distracted movements
- Maintaining eye contact



# Steps to Effective Listening

- Face the speaker and maintain eye contact
- Be attentive but relaxed
- Keep an open mind
- Listen to the words and picture what the speaker is saying
- Don't interrupt and don't impose 'solutions'
- Wait for the speaker to stop to ask clarifying questions
- Ask questions only to ensure understanding
- Try to feel what the speaker is feeling
- Give the speaker regular feedback
- Pay attention to what 'isn't' said—non-verbal cues



# Good Listener vs. Bad Listener

Good Listener	Bad Listener
Fully comprehends what the speaker is saying	Looks distracted
Decodes the para-language and non-verbal cues	Fails to show involvement through evasive eye-contact
Asks questions to clarify speaker's stands	Asks questions to interrupt and monopolize
Is open to new ideas, opinions and thoughts	Is lost in own knowledge base
Listens to understand	Listens to respond

## Good listeners



Let the speaker finish his words

## Poor listeners



Can't wait to interrupt the speaker

# Ways to improve Listening Skills

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- Face the speaker and give them attention
- Keep an open mind
- Active listening
- Just listen

# Let us conclude Effective Listening

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- Maintain eye contact
- Face the speaker to give them attention
- Don't be judgemental
- Don't interrupt the speaker
- Employ active listening skills
- Listen to understand and not to respond



Thank  
you!!!  
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