

★ IMPORTANCE OF LISTENING SKILLS.

- 1) Great ~~is~~ listening skills are a key part of learning or functioning in the workplace. Many studies suggest that even the smallest improvements in a person's listening ability can have a ~~noticeable~~ noticeable impact on the overall effectiveness of communication and productivity.
- 2) Good listening helps in avoiding conflicts and stress. Because of good listening, good interpersonal relations are developed.
- 3) It also helps to know the other's viewpoint like plans, activities, future plans, decisions, etc.
- 4) It provides encouragement and motivates both, the speaker and listener and helps to build positive relations.

★ OBSTACLES TO COMMUNICATION

- 1) Marginal Listening :- In listening, we often start thinking about how the speaker speaks, how has he given the input or the lecture, what we have to say, or ask question to the speaker - hence the listener gets distracted and cannot concentrate on what the speaker has to say.
- 2) Emotional Disturbance :- When a person is very excited, angry, sad or not in a balanced state of mind, he will not listen to the speaker attentively. On the other hand, if the speaker is also in some other state of mind, he cannot deliver his content with great command, hence, it can also create a barrier to listening.
- 3) Language Barrier :- Language also becomes a barrier in listening. Sometimes, the speaker does not have a great command over a language. Hence, the ~~list~~ listener do not pay attention to what the speaker speaks. ~~or~~ On the other hand if the speaker & the listener do not have a common language, it creates a barrier in understanding & listening.

4) Pre-conceived ^{Notion} ~~Notion~~ :- There may be pre-conceived notions about the speaker, or the topic. The listener may not pay attention to the topic as he may consider it easy, meaningless, difficult or boring. The speaker's style may also put off the ~~listening~~ listener from not listening to the speaker.

5) Dislike for the Speaker :- Dislike for the speaker can also create a listening barrier. The speaker's style, language, attitude can create a dislike as well as a listening barrier.

6) Physical Noise :- This is one of the main obstacle to listening. Noise is present everywhere in the form of loud-speakers, traffic noise, people talking etc. These create a lot of disturbance for the speaker and the listener.

7) Intellectual Listening (Type) :- Some people have a habit of making mental notes. They sit with eyes closed and ~~notes~~ make notes either mentally or physically without paying much attention to the actual content, the fine shades of facial expression and body language of the speaker.

- 8) Pretended Listening (Type) :- It is a fake listening. Here the listener pretends to be listening by nodding his head or through eye contact whereas his mind is actually elsewhere. The listener fools himself as well as the speaker.
- 9) Projective Listening (Only Type, not Barrier) :- In this case, the listener puts ~~himself~~ himself in the place of the speaker. This helps him to understand the speaker's point of view and finally gives a better understanding.
- 10) Emphatic Listening (Only Type, not Barrier) :- It means the listener not only listens to the meaning, but also tries to understand the in-depth feelings & emotions of the speaker.
- 11) Interruptive Listening (Type) :- This is a form of bad listening. The listener interrupts the speaker by asking questions & doubts. The listener is preoccupied with all this and hence he ends up with interruptive listening.

* Cultivating good listening skills.

→ Listening is a skill which can be developed if one pays proper attention to the following points:

i) Stop talking in between the talk-

→ The first and the foremost ~~thing~~ important thing for the listener is to see that he does not talk in between the lecture or discussion. It not only disturbs the listener but also distracts the speaker.

ii) Show Interest.

→ Whether the topic is known or unknown to the listener, he/she should show interest and desire to listen, ~~learn~~ learn and understand the speaker's point of view.

iii) Come Prepared.

→ The listener must be well prepared mentally for any kind of listening and can also be a part of the talk or discussion with the speaker.

iv) Concentration

→ It is a mental discipline over one's own mind. It is attained over a few years. The listener should concentrate on what the speaker has to say.

v) Avoid Interruption.

→ Try not to interrupt the speaker in between. It can create distraction for the speaker and hence can be a barrier for listening.

vi) Keep an open mind.

→ Be prepared to listen both positive and negative points. Positive things can be encouraging and negative things can be a feedback with the scope of improvement.

vii) Avoid too much note-making.

→ Some people have a habit of making mental notes. They sit with their eyes closed and make notes either ~~the~~ mentally or physically without paying much attention to the actual content, the fine shades of ~~expression~~ facial expression and body language of the speaker. Try to take down or note down only main and important points.

viii) Emotional Problems to be avoided.

→ Do not be carried away by the emotional ~~dist~~ disturbance. Try to keep your mind focused and calm down yourself to avoid any type of disturbance.

ix) Evaluate with a feedback.

→ At the end of a session, evaluate yourself as well as the speaker. Based on the feedback, the speaker can improve for the better result in ~~the~~ future and you can improve ~~your~~ your listening skills.
