

Chapter 6 – Listening Notes

Activities While You're Awake:

Writing – 9%

Talking – 30%

Reading – 16%

Listening – 45%

Listening is a physical and psychological process that involves acquiring, assigning meaning, and responding to symbolic messages from others.

Faults in the workplace cost the United States 86 BILLION dollars each year.

Listening Facts (Good T/F Test Questions)

Misconceptions (False statements)	Facts (True Statements)
Listening and hearing are the same thing.	Hearing is the physical first step in the listening process and does not imply understanding.
Listening is easy or automatic.	Listening is a complex process that requires energy, effort, and skills.
Listening develops naturally.	Listening consists of learned skills and behaviors that can be learned, relearned, improved, and refined.
The speaker is primarily responsible for the message and for the success of the interaction.	The speaker and the listener SHARE responsibility.
If that's what I heard, then that's what you said!	Listeners cannot assume they have understood messages correctly and should use perception checks to clarify messages.
Attitude and listening are unrelated.	Attitude is very important factor in listening and retaining information.

Analyzing the Listening Process

1. **Acquiring-** picking up some type of stimulus through the senses.
 - a. Usually picked up through hearing sound. The sound can be someone's voice or from some nonverbal cue, such as a knock.
2. **Attending-** choosing to focus on the noise.
3. **Understanding-** decoding the message received.
 - a. Decoding involves listening carefully to understand the meaning of the speakers' message.
 - b. Interpreting- understanding what the sender's message means to you.
4. **Responding-** the reaction to the message.

Factors that affect the listening process

1. **Noise** – internal and external
2. **Barriers-** prevents successful communication
 - a. For example: External: speech problems, incompatible language, and reduced hearing ability. These are more difficult than noise because the problems are more complex.
 - b. For example: Internal: ignorance, intolerance, fear, or traumatic experience.
3. **Memory-** retaining information (3 types)

3 - Types of Memory

Category	Explanation	Example
Immediate	Recalling information for a short time.	Mom – “Did Mallory call?” Sally “Yes, Mallory just called a few minutes ago.”
Short term	Recalling information for carrying out a routine of daily tasks.	“Remembering that you have to study for your English test.” Or Putting the trash out every Tuesday and Friday.
Long term	Recalling information from past experiences.	“I remember in the fourth grade my teacher taught me a song to remember the bones in our body.”