

Title:

Listening Skills: Practical Steps To Listening Effectively

Word Count:

778

Summary:

Described as the most important communication skill, listening effectively requires considerable

Keywords:

definition, verbal, non-verbal, symbolic, five elements, hearing, attending, understanding, re

Article Body:

The Communication Process

Communication is defined as a process whereby information is exchanged between individuals thro

Verbal communications are the primary communication skills taught in the formal education syst

Words, in fact, have no meaning; rather we attach meaning to them through our own interpretati

According to social scientists, verbal communication skills account for 7% of the communicatio

Listening is described in numerous studies as the most prominent kind of communication

Listening is a process that consists of five elements: hearing, attending, understandi

Practical Steps For More Effective Listening

1. Talk less. One of my students used to say that when she facilitated classes she always
2. Get rid of distractions. If it is important for you to listen, do everything you can
3. Don't judge prematurely. All of us are guilty of forming snap judgements and evaluati
4. Look for key ideas. We think much faster than people speak. To help focus attention
5. Ask sincere questions. 'Devil's advocate' questions are really statements or criticis
6. Paraphrase. Reword the speaker's thoughts in your own words to make sure your interpr
7. Suspend your own agenda. In other words, while you are listening, concentrate on what
8. Empathic listening. Empathic listening is knowing that given the same set of circumst
9. Open your heart with love. Often we listen to score points and make ourselves right a

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