

UNIT-2

UNIT- 2 : LISTENING AND SPEAKING SKILLS

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Listening is the process of receiving, interpreting and reacting to a message received from the speaker. No communication process is complete without listening.

ACTIVE LISTENING:

Active listening is the practice of preparing to listen, observing what verbal and non-verbal messages are being sent, and then providing appropriate feedback for the sake of showing attentiveness to the message being presented. This form of listening conveys a mutual understanding between speaker and listener.

DIFFERENCE BETWEEN ACTIVE AND PASSIVE LISTENING

ACTIVE LISTENING

- Active Listening is a process of transforming the thought or statement into a clear message, with full involvement from the listener's side.

PASSIVE LISTENING

Passive Listening is a process of simply consuming the message, but, there is no involvement from the listener's side.

ACTIVE LISTENING

2. Interactive
3. Reacting while listening
4. Two-way Communication
5. Listener is present
6. Listener concentrates, understands, responds and remembers the statement spoken by the speaker
7. Listener changes facial expression, rolls eyes, shows interest by questioning or smiling etc.

PASSIVE LISTENING

Mechanical

Listening without reacting

One-way Communication

Listener is not present

Listener thinks about other topics, while showing that he/she is listening.

Listener yawns, looks here and there, showing boredom, being silent etc.

MEANING AND ART OF LISTENING

(make proper eye contact
Don't Int)

Listening is an art. It requires us to be patient, receptive, open-minded, and non-judgemental. Those

who can listen to others well can listen to themselves deeply. This is the foundation of self-awareness, self-love and self-knowledge.

HOW TO MASTER THE ART OF LISTENING :

1. Make Eye Contact : If we don't look at the person while he is speaking, we give him the impression that we don't care what he is saying.

2. Don't Interrupt : Let the person speak uninterrupted.

3. Practice "Active Listening" : The art of listening isn't simply about staying quiet. 100% of the time, it's also about asking questions. These questions are for clarification; or for further explanation so that we can fully understand what the speaker is telling us.

4. Show We Understand : Another great way to show that we understand what the person is telling us is to nod.

5. Listen Without Thinking : We should be wholehearted and listen to the entire message.

6. Listen Without Judgement : It is extremely important to withhold any negative judgement.

We should make it our goal to be open-minded as much as possible.

7. Listen To Non-Verbal Communication: About 60-75% of communication is non-verbal. It's essential to know what the person's body is saying in order to understand the message completely.

8. Create A Suitable Environment: It is important to switch off TV, mobile etc and remove all kinds of noise and distractions and find a quiet place to sit down and listen.

9. Observe Other People: One of the best ways to become a better listener is to observe the way people interact with each other, and all the irritating and rude things they do.

TRAITS OF A GOOD LISTENER :

A good listener is someone who focuses completely on what another person is saying and engages with their ideas in a thoughtful, comprehensive way.

Some Traits Of A Good Listener Are :

1. Giving the speaker undivided attention:
To become a good listener, we should limit as many distractions as possible and give the speaker undivided attention. For example silencing phone, turning off computers and not checking emails can help us focus on the speaker.
2. Providing appropriate nonverbal communication:
Nonverbal communication helps us listen and provide support without having to interrupt the speaker. This can include maintaining sufficient eye contact, sitting up straight and smiling when appropriate.
3. Ask meaningful questions:
Once it is time to open up a dialogue, the questions we ask should be meaningful. These questions might help the speaker remember other things he wanted to say or open up a new line of dialogue that will be worth exploring.
4. Recall previous information:
Recalling information that the speaker has already discussed not only shows the speaker that we understand what he said, but it also ensures

he can clarify any misunderstandings and confirm his key points.

5. Provide input :

Being a good listener means both understanding a speaker's message and providing valuable feedback from our point of view. It is best to do this once the speaker has contributed everything he needed to say.

DIFFERENCE BETWEEN HEARING AND LISTENING

LISTENING

1. Voluntary.
2. Requires conscious effort.
3. Active Process.
4. Leads to learning.
5. Needs concentration.
6. A Two-way process.

HEARING

- Involuntary.
- Happens automatically.
- Passive Process.
- Hearing just happens.
- Does not need concentration.
- A one-way process.

LISTENING MODES

Modes means methods. The different methods by which a listener can listen effectively are called listening modes.

TYPES OF LISTENING MODE :

1. **DISENGAGED :** In this listening mode the body is present but the mind is not. We hear the words that the person is saying and can even repeat them but we are not really listening because the mind is on something else.
2. **COMPETITIVE :** In this listening mode we listen with the intention of "topping" what the other person is saying.
3. **COMBATIVE :** This is an argumentative mode. We listen for flaws or weakness in what is being said and wait for an opening to point them out.
4. **PASSIVE :** In this mode we listen carefully and seek to understand. We don't ask questions or validate understanding.
5. **ACTIVE :** In this mode we demonstrate interest in what the speaker thinks, feels or means in his message. We restate what we hear to reflect the message back to the speaker for validation.

LISTENING AND NOTE TAKING

Taking effective notes in lectures and tutorials is an essential skill for study. Good note-taking allows a permanent record of key information that we can integrate with our own writing, and use for exam revision.

SOME KEY WAYS OF LISTENING EFFECTIVELY AND TAKING NOTES

ARE:

1. Writing phrases, not full sentences: We should only record the key words that we need to get the idea of the point.
2. Taking notes in our own words: We should paraphrase what we hear so it makes sense to us - it helps us to understand and remember what we hear.
3. We should structure our notes with headings, subheadings and numbered lists: We should use headings to indicate topic areas or to include bibliographic details of the sources of information.
4. Code notes: We should use colour and symbols to mark structure and emphasis.
5. Underline, circle, star, etc. to identify key information, examples, definitions, or other important materials.

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6. If we miss something, we should write key words, skip a few spaces, and get the information later. Leave a space on the page for our own notes and comments.

TYPES OF LISTENING

Some of the different types of listening are :

1. INFORMATIONAL LISTENING :

When we want to learn something, we use informational listening to understand and retain information. It usually takes a high level of concentration to perform this type of listening.

2. DISCRIMINATIVE LISTENING :

Discriminative listening is the first listening type that we are born with. Instead of relying on words, discriminative listening uses tone of voice, verbal cues and other changes in sound.

3. BIASED LISTENING :

Biased listening is also known as selective listening. Someone who uses biased listening will only listen for information that they specifically want to hear. This listening process can lead to a distortion of facts.

4. SYMPATHETIC LISTENING :

Sympathetic listening is driven by emotion. Instead of focussing on the message spoken through words, the listener focuses on the feelings and emotions of the speaker. By using sympathetic listening, we can provide the support the speaker needs.

5. COMPREHENSIVE LISTENING :

This type of listening is usually developed in early childhood. People use comprehensive listening to understand what someone is saying using words.

6. EMPATHETIC OR THERAPEUTIC LISTENING :

Empathetic listening is useful to help us see from other's point of view. Using this type of listening we can try to understand someone else's point of view as they are speaking. We can also try to imagine ourselves in the other person's shoes.

7. CRITICAL LISTENING :

If we need to analyse complex information, we will need to use critical listening. Critical listening is crucial when problem-solving at work.

LISTENING TECHNIQUE USING TED TALK

A TED talk is a recorded public-speaking presentation that was originally given at the main TED (technology, entertainment and design) annual event.

TED is a non-profit organisation devoted to spreading ideas, usually in the form of short, powerful talks, often called "TED talks."

The basic way to use TED talks is to treat them like a simple listening exercise. To be an effective, independent learner, we need to be an ACTIVE listener.

This means that we need to engage with the listening materials - analyse it, repeat it, work with it and use it ourselves. Some ways to utilize TED talks are:

- Watch the video more than once:

An active listener knows to listen to the videos more than once. Many TED videos are three to five minutes long. When watching for the first time we should focus on the main ideas and practise note-taking by writing down the main ideas. When watching for the second time we need to focus on the details and write down useful phrases and expressions.

2. Absorb new vocabulary :

Active learners should write down new words when they hear them. This helps in increasing our vocabulary.

AUDIO LISTENING WITH SCRIPT READING

Listening to the audio while reading the audio script will help us get a sense of how questions are spaced out, as well as learning some useful common expressions that are frequently used in listening tests.

PRONUNCIATION

Pronunciation is the way in which a word or language is spoken. It refers to the ability to use the correct stress, rhythm and intonation of a word in a spoken language.

ARTICULATION:

Articulation can be defined as making sounds through the movement of speech organs. This means an individual can change the speech sounds that he makes by moving his teeth, lips and tongue.

DIFFERENCE BETWEEN ARTICULATION AND PRONUNCIATION

ARTICULATION

1. Articulation refers to the usage of speech organs such as tongue, jaws, lips etc. in order to produce sounds.
2. Articulation is more individualistic where it concentrates on the individual making sounds.

PRONUNCIATION

Pronunciation refers to the way words need to be sounded while speaking.

Pronunciation is more about how syllables of a word need to be said focussing on rhythm, stress and intonation.

ARTICULATION

3. In articulation focus is on the quality, clarity or sharpness of speech.

PRONUNCIATION

In pronunciation focus is on the way in which the words of a language are made to sound when speaking.

SPEAKING STYLE

Speaking style is a set of properties by which we can link speech to a certain communicative situation.

MODES/METHODS OF SPEECH :

Based on the speaking style there are 4 modes (methods) or ways to deliver a speech : to read it from a manuscript word by word, to completely memorize as an impromptu speech, and as an extemporaneous speech.

1. MANUSCRIPT :

One of the most common ways to deliver a speech is to use a manuscript : a word by word document of everything we plan to say from beginning to end. Newsmasters, TV personalities, politicians, business leaders and Ministers whose

speech is going to be closely observed usually use a manuscript or its electronic equivalent, a teleprompter.

2. MEMORIZED SPEECH :

A memorized speech is one delivered completely from memory. A personal speech, for example one sharing childhood stories, or poetry contests or an inspirational speech prepared especially to move and motivate a particular audience are memorized speech.

IMPROMPTU SPEECH :

An impromptu speech is, as its name suggests, a speech made without prior planning, organization or rehearsal. Although it may be based on a brief outline or written prompt, the speaker will often have little or no opportunity for detailed or extensive preparation. A Job Interview is an example of impromptu speech.

EXTEMPORANEOUS SPEECH :

An extemporaneous speech is one where the speaker combines the use of notes with improvisation. It's a mix of carefully scripted and sequenced

material and impromptu speaking. An extemporaneous speech is more spontaneous and therefore natural compared to either a manuscript or memorized speech. Debates, Business Meetings are examples of extemporaneous speech.

CONTENT AND SEQUENCING

The units of knowledge that the learner needs to master to attain course objectives is called content. Content is any information, topics, ideas that serve as an excuse for presenting and practicing language. Content may also be defined as knowledge from content areas (math, science, history, etc.) through which language is taught.

Content sequencing involves the efficient ordering of contents to improve learner's understanding and help them achieve the required objective. The ability to sequence helps students understand and organize what they have learned in class and helps them solve related problems. In content based instruction the different methods of Content Sequencing are:

1. Context and situations
2. Communicative events
3. Functional goals
4. Linguistic elements.