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Oral Communication



MS. SUHA JAWABREH

LECTURE #10



Review



1. What is the difference between listening and hearing?
2. What is the process of listening?
3. What are the steps of the listening process?
4. What are the factors that affect attention?
5. What are the barriers to understanding verbal and nonverbal communication?

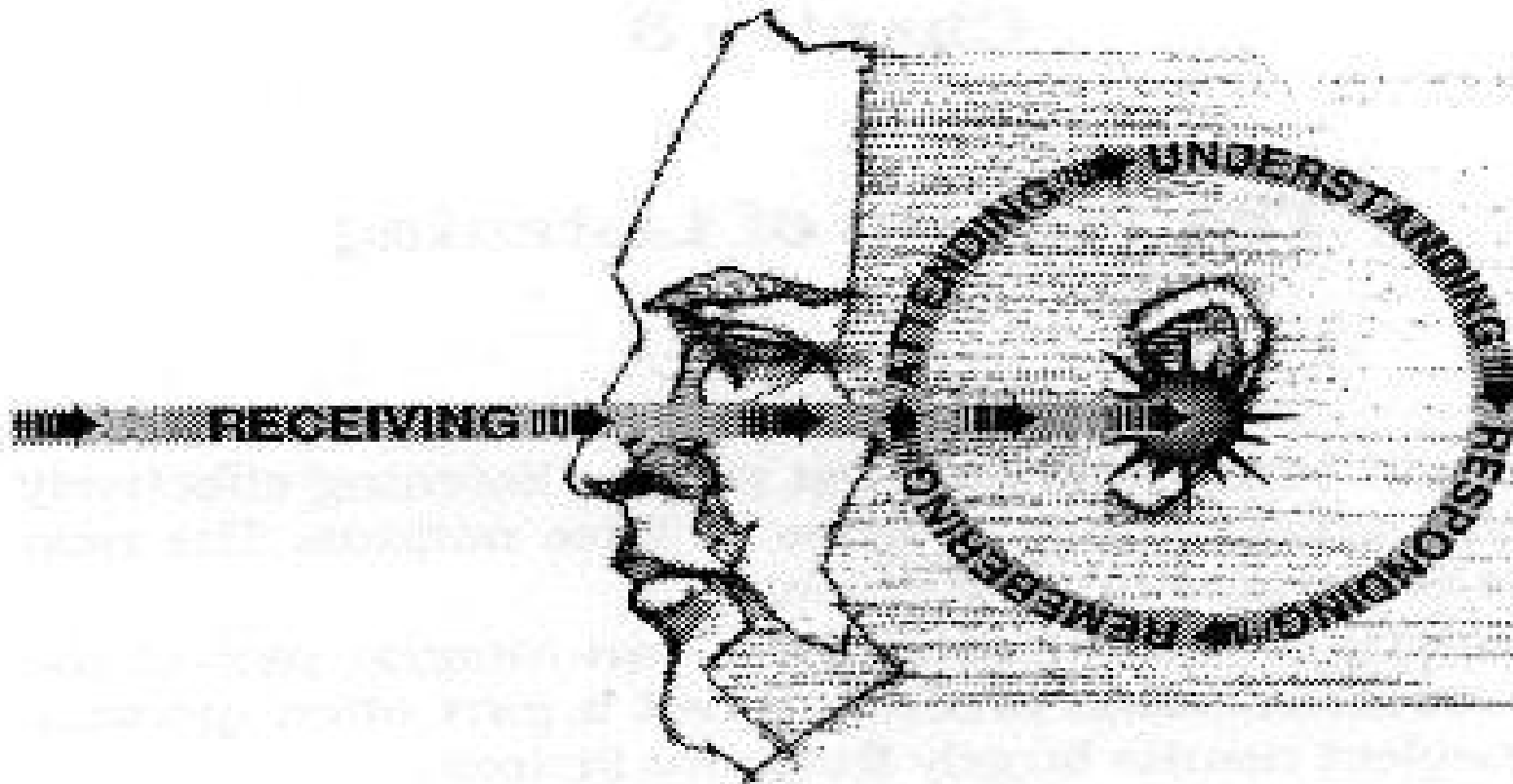


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The Listening Process





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of the Listening Process



1. Receiving

2. Attending

3. Understanding

4. Responding and/or remembering may or may not follow. For example, it may be desirable for the listener to respond immediately or to remember the message in order to respond at a later time.



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Responding



- The listening process may end with understanding, since effective communication and effective listening may be defined as the accurate sharing or understanding of meaning. But a response may be needed—or at least helpful.
- Responding is a form of feedback that completes the communication transaction. It lets the sender know that the message was received, attended to, and understood.



There are four different types of responses:

1. *Direct verbal responses.* These may be spoken or written.
2. *Responses that seek clarification.* to ask for additional information
3. *Responses that paraphrase.* A paraphrase gives the sender a chance to agree, or to provide information to clarify the message.
4. *Nonverbal responses.* The knowing nod of the head, an understanding smile, or a “thumbs up” may communicate that the message is understood.



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Remembering



“if you can’t remember it, you weren’t listening.”

What do you think of this statement?



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Types of Memory



1. Short-term memory. Information is used immediately—within a few seconds .
2. Long-term memory . It allows us to recall information and events hours, days, weeks—even years—later.



Listening Activity # 2



Listening Bad Habits!

Following is a list of ten bad habits of listening. Write the numbers of those listening bad habits that you are sometimes guilty of committing when communicating with others. Be honest with yourself!



1. I interrupt often or try to finish the other person's sentences.
2. I jump to conclusions.
3. I am often overly parental and answer with advice, even when not requested.
4. I make up my mind before I have all the information.
5. I am a compulsive note taker.
6. I don't give any response afterward, even if I say I will.
7. I am impatient.
8. I lose my temper when hearing things I don't agree with.
9. I try to change the subject to something that relates to my own experiences.
10. I think more about my reply while the other person is speaking than what he or she is saying.



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Listening Activity # 3



Listening Questionnaire !

A listening test is presented to students to measure their effectiveness as listeners.



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ing Questionnaire Scoring



31–35 points = Effective Listener

21–30 points = Good Listener

14–20 points = Not-so-good Listener

13 points or less = Huh?