**Listening**

**Interpersonal Communications**

**Mz. Hope**

**Ted Talks Playlist:**

[**https://www.ted.com/playlists/92/listen\_up**](https://www.ted.com/playlists/92/listen_up)

**Read poem on page 274.**

There’s more to listening than gazing politely at a speaker and nodding your head every so often.

**We spend more time listening to others than any other type of communication. It is arguably the just as important as speaking in terms of making a relationship work. The ability to listen well is linked to persuasive skills.**

One study found that secondary students spent an average of 14 % of their communicating time writing, 16% speaking, 17% reading, and **55% listening** (includes media)**.**

On the job, workers in major corporations spend 60% of their time listening.

**The elements of the listening process**

1. **Hearing**

The physiological aspect of listening: influenced by background noise. It can become difficult to sort out what is important.

1. **Attending**

The filtering out of some messages and the focusing on others; we attend to messages the most when we perceive that there is a pay off in doing so.

1. **Understanding**

When we make sense of the message: it is possible **to hear and attend** to a message but **not understand** it at all. We attend to messages that stand out from background noise.

1. **Responding**

Giving back observable feedback to the speaker; one study of critical incidents showed that the major difference that occurred between effective and ineffective listening was the kind of feedback offered. Good listeners showed that they were attentive through their non-verbal communication.

1. **Remembering**

*One of the most striking things about the human species is the fluidity of our memory and our capacity to forget – Wade Davis, local anthropologist.*

Research suggests that people only remember about half of what they hear *immediately after hearing it.* This wouldn’t be too bad if the half we remembered was retained, but it isn’t. Within two months, half of the half is forgotten. It doesn’t take two months to lose it, though: we start to forget immediately. Given the amount of information we process everyday- teachers, friends, family, the internet, music, shows, movies, etc- the *residual message (what we remember)* is a very small fraction of what we hear. Not as depressing as it might seem: we do recall an overall impression about the speaker, especially in important relationships.

**Ted Talk:** [**https://www.ted.com/talks/julian\_treasure\_5\_ways\_to\_listen\_better?language=en**](https://www.ted.com/talks/julian_treasure_5_ways_to_listen_better?language=en)

**In class assignment: Listening breakdown reflection.**

**Recall specific instances when:**

1. You **heard** another person’s message, but did not **attend** to it.
2. You **attended** to a message, but **forgot** it almost immediately.
3. You **attended and remembered** a message, but did not **understand** it accurately.
4. You **understood** a message, but did not **respond** sufficiently to convey your understanding to the sender.
5. You failed to **remember** some or all of an important message.