**Listening**

**Interpersonal Communications**

**Mz. Hope**

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

**Types of Ineffective Listening**

1. **Pseudo-listening:**

The imitation of the real thing; the appearance of being attentive; a polite façade to mask the thoughts that have nothing to do with what the speaker is saying.

1. **Stage-Hogging:**

(conversational narcissists) Turning the topic towards themselves; ie “I had a great time mountain biking last weekend!” – “Mountain biking is fine, but I prefer to go running.”

Interruptions are often used. People respond to stage hogs in one of two ways. Passive: talking less, tuning out, leaving, nonverbal disinterest. Active: trying to recapture, confronting, hinting, verbal tug of war. One study revealed a difference between male and female interrupters: men do it more, with the purpose to control the discussion. Women do it to communicate agreement, to elaborate, or to participate.

1. **Selective Listening:**

Responding to only the parts of your remarks that interest them, rejecting everything else.

1. **Insulated Listening**

Almost the opposite of selective: instead of looking for something , they avoid it. When something comes up that they would rather not deal with, they simply fail to hear it or acknowledge it. You remind them of the poor grades, the unfinished job, etc and they will nod or answer you and then promptly forget what you said.

1. **Defensive Listening**

Taking others’ remarks as personal attacks. Ie Insecure breadwinner who explodes when money is mentioned, the teen who perceives her parents’ questions about her friends as snooping, or the parent who perceives his children’s questions as a threat to his authority. More on this later!

1. **Ambushing**

Listen carefully because they are stockpiling information that they’ll use to attack you, like a cross examiner.

1. **Insensitive Listening**

People often don’t express their thoughts or feelings openly but instead communicate them through a subtle and unconscious choice of words or nonverbal clues, or both. Insensitive listeners aren’t able to look beyond the words and behavior to understand their hidden meanings. Instead, they take the speaker’s remarks at face value.

**Activity: page 278.**

**When understanding others is important to you, it helps to know about the many ways we don’t listen well.**

**Read *Listening with the Mind’s Eye, page 280.***

**College students: page 281.**