

LISTENING SKILLS

DEFINITION:

Listening is a vital component of the oral communication, or the interactive process in which the individual takes the roles of speaker and listener through a verbal and non verbal component.

Listening is an essential part of the communication process. Students spent the majority of each school day listening and much of what students know is acquired through listening.

Listening is a vital mental capacity one of the principal ways through which we understand and take part in the world around us.

Listening is not just about being quiet while someone else is speaking, listening is with the mind. Hearing with senses can also be called listening. Listening is conscious. It is to improve our interpersonal & oral exchange.

Just listening to the words is not enough, a good listener has to pay attention to the non verbal communication of the speaker.

IMPORTANCE:

Importance of Listening Skill

Good listening skills make workers more productive.

The ability to listen carefully will allow a person to:

- understand assignments in better way and find and what is expected from him.
- build rapport with co-workers, bosses, and clients;
- show support;
- work better in a team-based environment;
- resolve problems with customers, co-workers, and bosses;

- answer questions
- find underlying meanings in what others say.
- We show that we are serious
- We display respect to other's view point
- Helps us to learn
- Helps us to adapt and understand
- Empathize
- To avoid communication errors.
- Helps to learn something new
- It is the key to success.