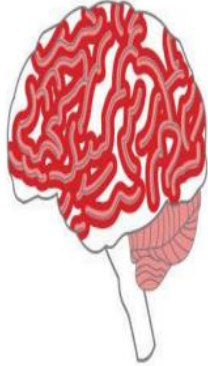


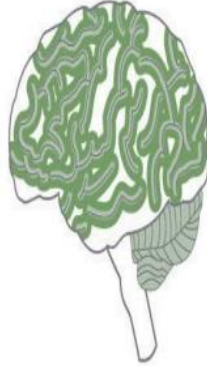
PROCESS OF LISTENING



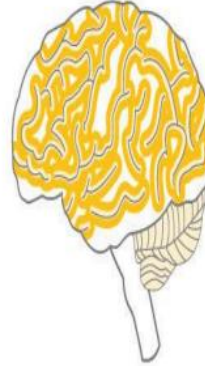
Stage 1
Receiving



Stage 2
Understanding



Stage 2
Remembering



Stage 2
Evaluating



Stage 5
Feedback

1- Receiving

- Is the intentional focus on hearing a speaker's message.
- This stage is represented by the ear because it is the primary tool involved with this stage of the listening process.

2- Understanding

- In the understanding stage, we attempt to learn the meaning of the message, which is not always easy.
- Deciding what the message means to you

3- Remembering

- Remembering begins with listening; if you can't remember something that was said, you might not have been listening effectively.
- However, even when you are listening attentively, some messages are more difficult than others to understand and remember. Highly complex messages that are filled with detail call for highly developed listening skills.

4- Evaluating

- The fourth stage in the listening process is evaluating.
- evaluations of the same message can vary widely from one listener to another.
- The stages two, three, and four are represented by the brain because it is the primary tool involved with these stages of the listening process.

5- Responding

- Responding—sometimes referred to as feedback—is the fifth and final stage of the listening process.
- Your reaction to the message. It can be emotional and intellectual
- For example, you are giving positive feedback to your instructor if at the end of class you stay behind to finish a sentence in your notes or approach the instructor to ask for clarification. The opposite kind of feedback is given by students who gather their belongings and rush out the door as soon as class is over.
- This stage is represented by the lips because we often give feedback in the form of verbal feedback; however, you can just as easily respond nonverbally