



LISTENING, A PARAMOUNT SKILL AND ITS SHADES

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ABSTRACT

Listening is a process that does not require passive listening, rather needs concentration so that the brain processes meanings from words and sentences. Of course listening skills is one of the leadership qualities. A good communication skill will always have a strong base with listening skill. Ineffective listening gives poor communication to an individual creating an adverse effect on their confidence and even create misunderstandings, conflicts etc. A person can lack differently in the way he listens. There is a need to identify, analyze and resolve it out for the betterment. Listening skills is not easy to learn but fortunately it can be learnt. The need of listening skills is too high that a person may lose their nature and go in fond of adopting to fulfil the need of other. The quality of listening deeply mentions the job efficacy, relationships and other wings of life. It is glowingly known that one can master any kind of positions with listening skills.

KEYWORDS : Attentiveness, Effectiveness, Confidence, Communication.

Introduction

Listening is perhaps the most important element of interpersonal communication. Our ability to listen well impacts the quality of all of our relationships, and not just at home with our family and friend. It can also affect our relationships and interactions on the job, as well as the effectiveness and quality of our work.

Listening is not something that comes naturally or easily for most of us, however; it is a skill that must be cultivated and practiced. *Active listening* means, as its name suggests, means that we make a conscious and concerted effort to fully engage with the speaker. Active listening is the difference between simply *hearing*, and *listening with the intent to truly understand*. It is a subtle but important distinction. Active listening can also give the other an effect that a person can easily and readily acceptable to all ideas, so it is necessary to avoid the checklist of actions.

What is Listening?

Listening is one among the four skills of communication. It's a process of receiving words and wordless actions and responding. Listening is more composite than hearing. Though hearing and listening are performed by ear sensing, hearing is something that we perceive whatever sounds if you are not hearing impaired. Listening requires attentiveness and interest in order to gain the extract of the words spoken. Humans are great gatherers of information but useless when those information isn't transformed to intelligence. Communication is not complete without effective listening. It is paying attention not only to the story but the way it is told, the use of language and sounds and how the other person uses his body language.

Phases of Listening

Listening includes certain steps for a wealthy communication that includes Hearing, Straining, Understanding, Recollection, and Responding. Hearing is just the natural capability of an ear to perform the action of consuming sounds, but hearing is one of the steps included in an active listening. Straining is the consecutive step to be followed as it rely on a thing about an individual's ideology of segregating the facts. Understanding is the key factor of good listening which combines healthier with interest. An individual who can listen with interest can bring about better understanding so as to ensure better knowledge. When an individual understands something with interest, it thrives for years to perform in future. That's where a good student get credits with their acquired knowledge, it's all the way and place he uses it by understanding. Recollection is an ability of a person to remember things or to record information or events with the facility to recall them later at will. It is that ensures what we have learnt is hard into the mind. It is essential throughout the listening process, making them to put in context of what they hear before. This can be hurdled by mindless listening which reduces information retention. If forgetting after its spoken is practised then there is no way that a

person can follow what the speaker says.

Responding is a phase where the listener can respond in verbal or non-verbal reactions based on short or long term memory. Verbal signals can include a single word or a group of words in a sentence. Non-verbal can include nodding, making eye contact, smiling, rolling their eyes, grimacing, or any other body language. These kind of responses can be either purposely or not purposely. Responding can also include asking a question, requesting for additional information, or requesting for change in focus.

Hurdles of effective Listening

Hurdles of listening includes both physiological and psychological and linguistic barriers. Physiological barriers can distract and it can make you lose concentration on the speaker's words. That may include uneasiness of body, may be not well. However listeners narrow their thoughts on speaker's words, they won't be able to make it firm as their health doesn't coincide even if the subject is of their interest. Hearing impairment, tiredness and poor eyesight can also affect their attention. Psychological disturbances includes anxiety, lack of confidence, immaturity, and unknown of their own powers and some of their depressive ideas of self.

Content barrier have the adverse effect on listening as it projects the people mind with a notion that the speaker is unexpected to his level of language. It is either the problem of the speaker in organizing his thoughts in a way which is understandable for the listener or the assumption of the listener that the speaker is not considerable for his level. The problem with the speaker is that they may use complex sentences, complex vocabulary, usage of jargons and deep languages, fast delivery of words etc. Fast delivery of the speaker can frustrate the listener and lose hope as they cannot cope up with them and could not attain the subject and a slow delivery speaker can irritate a listener and can dissolve his interest in the subject. When the speaker is too subjective, the listeners get bored of the content or when they are impersonal, listeners get defended of their curiosity.

Conclusion

Listeners have a variety of thoughts which may vary each and every moment. There is a need for the speaker to bring out the listener to a state where he can concentrate and enjoy the extract of the subject. There are certain ways which can make the listeners keep in contact with the words of the speakers, that includes Eye contact which is a basic ingredient of effective communication and it brings out the desire for better communication that pulls the speakers and listeners together. Being attentive and relaxed is the best way of giving presence. A person should screen out distractions, like background activity and noises. An open minded person who can proceed the communication without judging the other person or mentally criticizing the things. Listening without jumping into conclusions will make listeners ignorant to represent the thoughts

and feelings inside oneself and one should not try to impose his own conclusions by interrupting the speaker. Regular feedback is a better way of responding and encouraging the speaker for the prosperous communication.

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