

ECPS4012
Exploring Emotion
and Communication

Listening

1

Introduction

01

Difference between hearing and listening

02

The Listening Process:

03

Definition of listening:

Several phases that repeat over course of conversation - begins when you pay attention to message and ends when you respond. Burleson (2011): involves mindful activities where you are consciously engaged, and mindless activities that unfold automatically during a conversation.

Process of receiving, constructing meaning from and responding to spoken and/or nonverbal messages.

2

Attending

01

Filtering out irrelevant info

02

Noticing specific cues from communication partner

03

Selecting relevant cues for understanding conversation



3

Interpreting

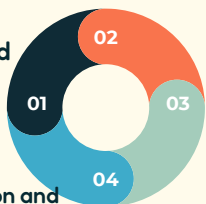
- Attaching meaning to noticed cues
- Determining organisation of message
- Using verbal and nonverbal cues to decipher message
- Silently paraphrasing to ensure understanding
- Asking questions for clarification



4

Remembering

Recalling and retaining shared information



Avoiding repetition and redundant questions

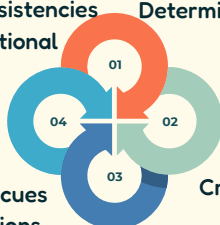
Long-term implications for professional and relational success

Builds closer relationships

5

Evaluating

Identifying inconsistencies and seeking additional information



Using nonverbal cues and asking questions

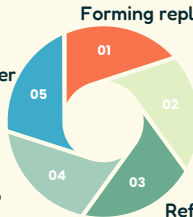
Determining truthfulness, authenticity, and believability

Critically analysing information

6

Responding

Using back-channel communication to encourage the speaker (Bavelas et al. 2000)



Forming reply to message

Showing nonverbal cues of listening and understanding (e.g., nodding head)

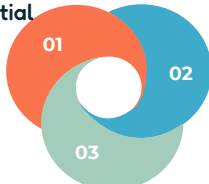
Reflecting socially and relationally appropriate messages

Verbal responses to acknowledge, confirm, and understand

7

Ways of Listening

Listening is essential part of effective communication



Different people approach the process of listening in different ways

Understanding types and styles of listening can help improve communication

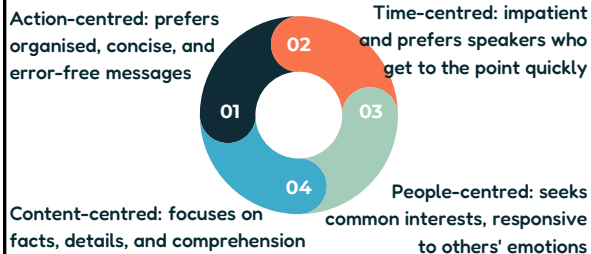
8

Types of Listening

- Discriminatory listening: distinguishing between different words, sounds, meanings
- Appreciative listening: listening purely for enjoyment
- Comprehensive listening: focusing on receiving and remembering messages
- Evaluative listening: judging the accuracy, honesty, and completeness of a message
- Active-empathic listening: focusing on another person's feelings to understand their experience

9

Listening Styles



10

Influence of Personality

- Outgoing people have people-centred style, consistent with socialable personality (Weaver et al., 1996)
- Nervous/anxious people likely to adopt action-centred or time-centred style (Villaume & Bodie, 2007)
- Self-centred/verbally aggressive less likely to adopt people-centred or content-centred (Worthington, 2005)
- Thoughtful and analytical individuals use content-centred (Worthington, 2008)

11

Gender Differences

- 01** Women more likely to have people-centred style (Sargent & Weaver, 2003)
- 02** Men more likely to have content-centred style (Sargent & Weaver, 2003)
- 03** Not clear how men and women actually listen in particular conversations, but shows people have different beliefs about how men and women typically listen.

12

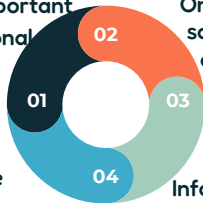
- Different types and styles of listening have different goals and approaches
- Adapting listening to the situation and preferred style can enhance communication
- Listening is a dynamic process that involves attending, understanding, evaluating, and responding



13

Barriers to Effective Listening

Listening is an important part of interpersonal communication



Only ~10% of what is said can be recalled after conversation

People tend to be poor listeners

Information retention decreases over time

14

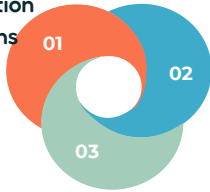
Barriers to Effective Listening

- Noise in environment = difficult to concentrate
- Features of message can be complex/overwhelming
- Preoccupation with own thoughts
- Emotional reactions to messages = tuning out details
- Prejudging message interferes with attentive listening

15

Lack of Effort

Not paying attention
or asking questions



Not adapting
listening style to the
situation

Missing important information and having less-than-positive
outcomes

16

Nonlistening

- Pretending to listen while mind is elsewhere
- Talking only about oneself during conversation
- Focusing on only part of message or taking it too personally
- Interpreting messages too literally
- Nonlistening with familiar communication partners

17
