

Djilali Bounaama University

Faculty of Social and Human Sciences

Social Science Department

Module: English

Level: First Year Master (All groups)

Listening in Communication

Listening helps in the following ways:

Building trust

Establishing Credibility

Gaining Support

Getting things done

Collecting Information

Exchange

Reflecting

Demonstrate respect

Types of listening: Here are some types of listening, starting with basic discrimination of sounds and ending in deep communication.

Discriminative listening: الاستماع التمييزي Discriminative listening is the most basic type of listening, whereby the difference between difference sounds is identified. If you cannot hear differences, then you cannot make sense of the meaning that is expressed by such differences.

We learn to discriminate between sounds within our own language early, and later are unable to discriminate between the phonemes of other languages. This is one reason why a person from one country finds it difficult to speak another language perfectly, as they are unable to distinguish the subtle sounds that are required in that language. Listening is a visual as well as auditory act, as we communicate much through body language. We thus also need to be able to discriminate between muscle and skeletal movements that signify different meanings.

Comprehension listening: الاستماع الفهمي The next step beyond discriminating between different sound and sights is to make sense of them. To comprehend the meaning requires first having a lexicon of words at our fingertips and also all rules of grammar and syntax by which we can understand what others are saying.

Critical listening: الاستماع النقدي Critical listening is listening in order to evaluate and judge, forming opinion about what is being said. Judgment includes assessing strengths and weaknesses, agreement and approval. This form of listening requires significant real-time cognitive effort as the listener analyzes what is being said, relating it to existing knowledge and rules, whilst simultaneously listening to the ongoing words from the speaker.

Biased listening: الاستماع المتحيز Biased listening happens when the person hears only what they want to hear, typically misinterpreting what the other person says based on the stereotypes and other biases that they have. Such biased listening is often very evaluative in nature.

Evaluative listening: الاستماع التقييمي In evaluative listening, or critical listening, we make judgments about what the other person is saying. We seek to assess the truth of what is being said. We also judge what they say against our values, assessing them as good or bad, worthy or unworthy. Evaluative listening is particularly pertinent when the other person is trying to persuade us, perhaps to change our behavior and maybe even to change our beliefs. Within this, we also discriminate between subtleties of language and comprehend the inner meaning of what is said. Typically also we weigh up the pros and cons of an argument, determining whether it makes sense logically as well as whether it is helpful to us.

Appreciative listening: الاستماع التقديرى In appreciative listening, we seek certain information which will appreciate, for example that which helps meet our needs and goals. We use appreciative listening when we are listening to good music, poetry or maybe even the stirring words of a great leader.

Sympathetic listening: الاستماع الودى In sympathetic listening, we care about the other person and show this concern in the way we pay close attention and express our sorrow for their ills and happiness at their joys.

Empathetic listening: الاستماع الوجدانى When we listen empathetically, we go beyond sympathy to seek a truer understand how others are feeling. This requires excellent discrimination and close attention to the nuances of emotional signals. When we are being truly empathetic, we actually feel what they are feeling.

Therapeutic listening: الاستماع العلاجى In therapeutic listening, the listener has a purpose of not only empathizing with the speaker but also to use this deep connection in order to help the speaker understand, change or develop in some way.

Dialogic listening: الاستماع الحوارى The word 'dialogue' stems from the Greek words 'dia', meaning 'through' and 'logos' meaning 'words'. Thus dialogic listening mean learning through conversation and an engaged interchange of ideas and information in which we actively seek to learn more about the person and how they think.

Relationship listening: الاستماع بين الاشخاص Sometimes the most important factor in listening is in order to develop or sustain a relationship. Relationship listening is also important in areas such as negotiation and sales, where it is helpful if the other person likes you and trusts you.

The Effective Listener : المستمع الفعال

- Makes eye contact
- Exhibits affirmative head nods and appropriate facial expressions
- Avoids distracting actions or gestures that suggest boredom
- Asks questions
- Paraphrases using his or her own words
- Avoids interrupting the speaker
- Doesn't over talk
- Makes smooth transitions between the role of speaker and that of listener