## Differences Between listening and hearing

<table>
<thead>
<tr>
<th>Listening</th>
<th>Hearing</th>
</tr>
</thead>
<tbody>
<tr>
<td>focused</td>
<td>accidental</td>
</tr>
<tr>
<td>voluntary</td>
<td>involuntary</td>
</tr>
<tr>
<td>intentional</td>
<td>effortless</td>
</tr>
<tr>
<td>requires motivation and effort</td>
<td>automatic brain result</td>
</tr>
</tbody>
</table>
Benefits of Listening

- Become a Better Student
- Become a Better Friend
- People Will Perceive You as Intelligent and Perceptive
- Good Listening Can Help Your Public Speaking
## Listening Styles

<table>
<thead>
<tr>
<th>People</th>
<th>Action</th>
<th>Content</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Interested in the speaker</td>
<td>interested in finding out what the speaker wants</td>
<td>interested in the message itself</td>
<td>prefer a message that gets to the point quickly.</td>
</tr>
<tr>
<td>listen to the message in order to learn how the speaker thinks and how they feel about their message.</td>
<td>sometimes called task-oriented listening</td>
<td>interested in learning</td>
<td>impatient with slow delivery or lengthy explanations</td>
</tr>
<tr>
<td>more attentive to the speaker than to the message.</td>
<td>listener seeks a clear message about what needs to be done</td>
<td>want to listen to well-developed information with solid explanations.</td>
<td>receptive for only a brief amount of time</td>
</tr>
</tbody>
</table>
Why Listening Is Difficult

- Noise (physical, psychological, physiological, semantic)
- Attention Span
- Receiver Biases
- Listening or Receiver Apprehension
Stages of Listening

Figure 4.3 Stages of Feedback

Stage 1 Receiving
Stage 2 Understanding
Stage 2 Remembering
Stage 2 Evaluating
Stage 5 Feedback
Six Ways to Improve Your Critical Listening

- Recognizing the Difference between Facts and Opinions
- Uncovering Assumptions
- Be Open to New Ideas
- Rely on Reason and Common Sense
- Relate New Ideas to Old Ones
- Take Notes
**Key Terms**

Listening
Hearing
people listening style
action listening style
content listening style
time listening style
Physical Noise
Psychological Noise
Physiological Noise
Semantic Noise
Attention Span
Receiver Biases
Listening or Receiver Apprehension
Receiving
Understanding
Remembering
Evaluating
Responding
Formative Feedback
Summative Feedback
Facts
Assumptions