



# STUDY GUIDE

## COM-1006 LISTENING SKILLS

- Listening is the process of receiving, processing, and responding to a sender's message.
- Although many people may consider listening a passive process, it's actually an active process that requires participation.
- Listening barriers are anything that interfere with the transmission and understanding of a message.
- While distractions are often external, such as outside noise or activity, many times these distractions are internal.
- Interrupting is one of the most annoying and distracting listening barriers.
- Ignoring a sender's feelings is a big mistake because sometimes the emotional content of the message is far more important than the words themselves.
- During passive listening, you catch only a few words and phrases and do very little to encourage the sender to continue speaking.
- Responsive listening is no more useful than passive listening. It's just a way to pretend to listen.
- Selective listening doesn't provide much understanding of the speaker's issues. Instead, it is centered on what the listener needs from the communication.
- Although the attentive listener is more engaged and less judgmental, he focuses only on the facts in the message and ignores the emotional content.
- An active listener reflects back what the speaker has said to ensure that he understands the message.
- An empathic listener tries to understand the speaker's point of view. He wants to know what it's like to feel what the speaker feels and understand why he feels that way.
- Listen with the intent to understand, not to respond.
- Positive body language lets the speaker know you're engaged and listening. Even if you're not interested, when you act interested and attentive, you actually become more interested and attentive.
- It's important that you avoid making assumptions. If a message seems negative, ask for clarification.

# Psia Listening Skills Study Guide

**Jessica J Manson**



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