

University of Mohamed Khider

Teacher: Dr. Youcef LAALA (instructor)

Subject: Communicative Situation/ Grade: Master 1 LMD/ Date: February 2020/ Multiple days lesson.

Description of the Content: Theoretical.

Learning outcome: At the end of the lesson, learners would learn about Advanced Techniques of Communication

Curriculum Connection: Semester 2

Instruction:

1. Engagement: Introductory question(s) to check students' knowledge about the subject matter / Discussion
2. Teaching Methodology: Communicative Approach
3. Practice activity: Related Terminology / Instant questions / Research Paper

Materials & resources: Creating Communication, exploring and expanding your fundamental communication skills. Randy Fujishin (2009)

Assessment Strategies: Oral/ written tests + official tests

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Chapter 06

Creating Receptive Communication as a Listener

Intro (Reading)

1. **The Importance of Listening:**

Listening is an important skill, without it we lose a great space in our usually and daily conversations in order to communicate or to solve our problems.

The last studies show that we do not listen for long enough time ,even if we do, we are not good listeners(we interrupt ,we stop, we judge,...), and also we forget all what we are listening during just few days.

2. **The Process of Listening:**

Listening process is based on many chronological steps, it starts by receiving or hearing the sound .Later on, attending or determine from where the sound comes, after that, understanding the transmitted message. Finally, responding depends to the situation and remembering depends to the importance of what is received.

3. **Listening Style to Avoid:**

We should avoid four listening styles in order to have positive communication

- **Refusing to Listen:** is one of the obstacles that blocks communication
It happens when someone avoid to speak or to hear someone else.
- **Pseudo listening:** in case of pretending to listen by using all the necessary steps but without paying attention really to the subject.

- **Listening selectively:** here the listener picks up only what he wants and jumps the rest.
- **Listening to Evaluate:** it means to follow the others mistakes without interesting in their arguments and opinions just to be different.

4. **Barriers to Listening:**

- Abundance:** means all the daily messages we can hear by radio, TV and phone...
- External noise:** is one of the obstacles that threaten listening and interrupt this process.
- Rapid thought:** that means we cannot gasped all the ideas in the same time we can only catch the half maximum.
- Preoccupation with self:** means that the listener is subjective he selects just what he wants to hear and neglect the rest, so there is no objectivity.

5. **Acceptance-The Basis of Listening:**

Acceptance is the most important way to facilitate the listening process and the first base on which the receptive is built

In some condition, you must aside all the previous obstacles (evaluation, selection ...), listen with an Open Mind, and get outside of ourselves to experience the others minds.

a. **Nonverbal Sings of Acceptance**

We can show our acceptance to the conversation also by nonverbal signs like gestures, eye contact, nodding ... etc.

- **Posture and gestures:** facing the person directly can communicate acceptance; we consider gesture with your arms and hands a kind of acceptance or rejection.
- **Eye contact:** to practice receptive listening, your eye contact should be direct and for short time otherwise the speaker could feel uncomfortable.
- **Facial expressions:** they create a sense of acceptance when listening to others when we are smiling.
- **Nodding:** is an encouraging nonverbal message that says you are paying attention and interesting of this important topic.

b. **Verbal Sings of Acceptance**

There are a number of verbal ways to communicate acceptance while listening, which are:

- **Not interrupting:** two people cannot speak at the same time, i.e. : you cannot speak when the others speak, let them finish their conversation and later on you can comment.
- **No evaluative listening:** you cannot evaluate or judge the others from their first point of view, let them finish their ideas and give their arguments to convince you.
- **Words of acceptance:** there are many words to show your acceptance in polite way by using "really", "Okay", "I see" ...
- **Invitations to share:** Either in this case, you give the speaker the total freedom to talk or to keep quiet and you must respect his choice.

6. Active listening

We realize this task by using your own words in order to recapitulate or repeat what the speaker said before. It is a positive way to prove that listening is not a passive act.

a. **The four steps of Active Listening:** there are two types of active listening, which is active listening for content and active listening for feelings that follow the same basic steps.

- **Step 1.** Speaker makes a statement.
- **Step 2.** Listener paraphrases speaker's statement.
- **Step 3.** Speaker accepts or rejects paraphrase.
- **Step 4.** In case of rejection, the speaker clarifies the original statement; if not, the listener is free to express his or her thought or feeling.

However, do not forget to use your creativity and your own print.

b. **Active Listening for Content:** means listening, understanding and paraphrasing by your own words, not just you repeat words by using some expressions: "you mean ... ?", "are you saying ... ?"

This later is contained three variations of active listening techniques, which are **You Technique, active listening questions, active listening statements.**

- **You Technique.** When you start your question by the word "you".
- **Active listening questions.** In this technique you should include some expressions like "do you mean ... ?", "are you saying ... ?", "do I understand you to say ... ?".
- **Active listening statements.** In this case, we must mention that the listener grasped the idea of the speaker and he reports it in his way.

However, in one condition, we make sure that the speaker does not contradict the right ideas and logic way of thinking.

c. **Active listening for Feelings:**

Sometimes we need communication at the feeling level, especially when we deal with morals and humanistic behaviors rather than interesting by the linguistic message itself.

That happens in three ways:

- **Observing the speaker's nonverbal communication:**

In this case you receive the speaker's feelings by your own eyes, counting on his facial expressions, eye contact, tone,... Because feelings and emotions are communicated primarily at the nonverbal level, i.e. you listen for feelings with your eyes.

- **Reflecting the Speaker's nonverbal behavior:**

The speaker does not observe the nonverbal behaviors but the listener often remarks them.

- **Responding to the speaker's verbal communication:**

In this case, things are clear and direct because the speaker may use specific expressions like "I'm feeling happy" "I'm so satisfied". The purpose of paraphrasing or reflecting the speaker's feeling statement is to prove that you have received the message and you share the same feelings as well as him.

7. Four Types of Questions:

We must select our questions cautiously to realize a creating receptive communication; these questions can improve the level of communication between the speaker and the listener.

- **Closed questions:** This kind of question discourage the speaker to go on and develop his communication; the so-called short question, which may answer only by "yes" or "no".
- **Open questions:** Unlike the closed questions, they open the door to be freer, creative and developed in order to evoke more information.
- **Probing questions:** this kind of questions together both closed questions and open questions in order to encourage the speaker to explain and develop his ideas precisely (to be concise and precise).
- **Loaded questions:** In this case, questions are used to force your own point of view and impose it on the listener (no large space of freedom).

8. Creating receptive communication: The E A R S Technique

In order to achieve effective communication, you must not be selfish, you must receive the message, paraphrase and negotiate it to reach this goal, you must follow the four suggestions in the E A R S Technique.

- **Elevate the person:** to evaluate the speaker means to put your ego aside and accept the others thought and feelings.
- **Attend to the person:** attending involves our presence as a second step after accepting and elevating the others, so we must attend to what the speaker is sharing as nonverbal behavior as well as we must be attentive verbally.
- **Reflect the person:** here we need to reflect or paraphrase what the speaker is saying and we need to show him that you understand what is being shared.
- **Support the person:** this is the last important device to create reflective communication, which the listener must support the speaker with simple gestures or simple words that create confidence in the speaker's soul not only to solve his problems but also to show that you care about him.

The end of the paper

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