

MODULE 3 – LISTENING SKILLS



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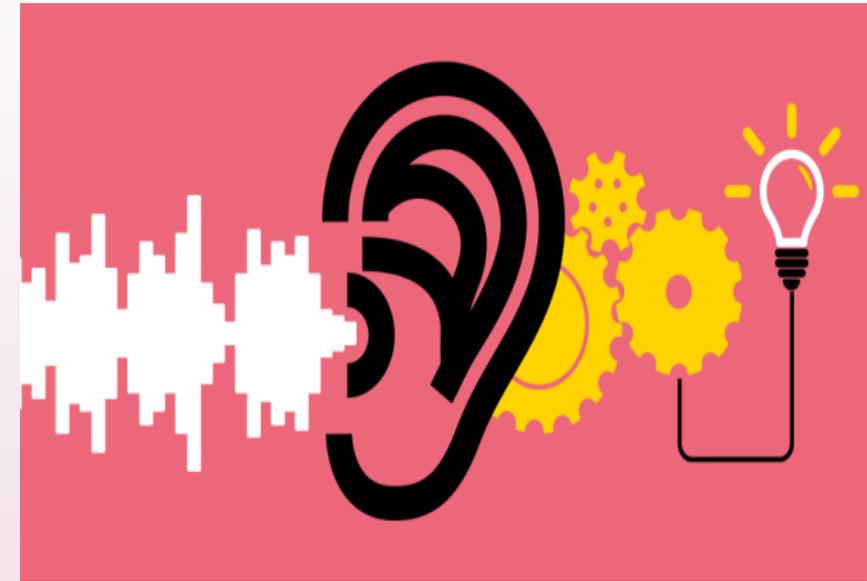
WHAT ARE LISTENING SKILLS?

- ▶ Listening is the ability to accurately receive and interpret messages.
- ▶ For effective communication, it is important to be equipped with good listening skills.
- ▶ Message and information can be easily misunderstood and misinterpreted.

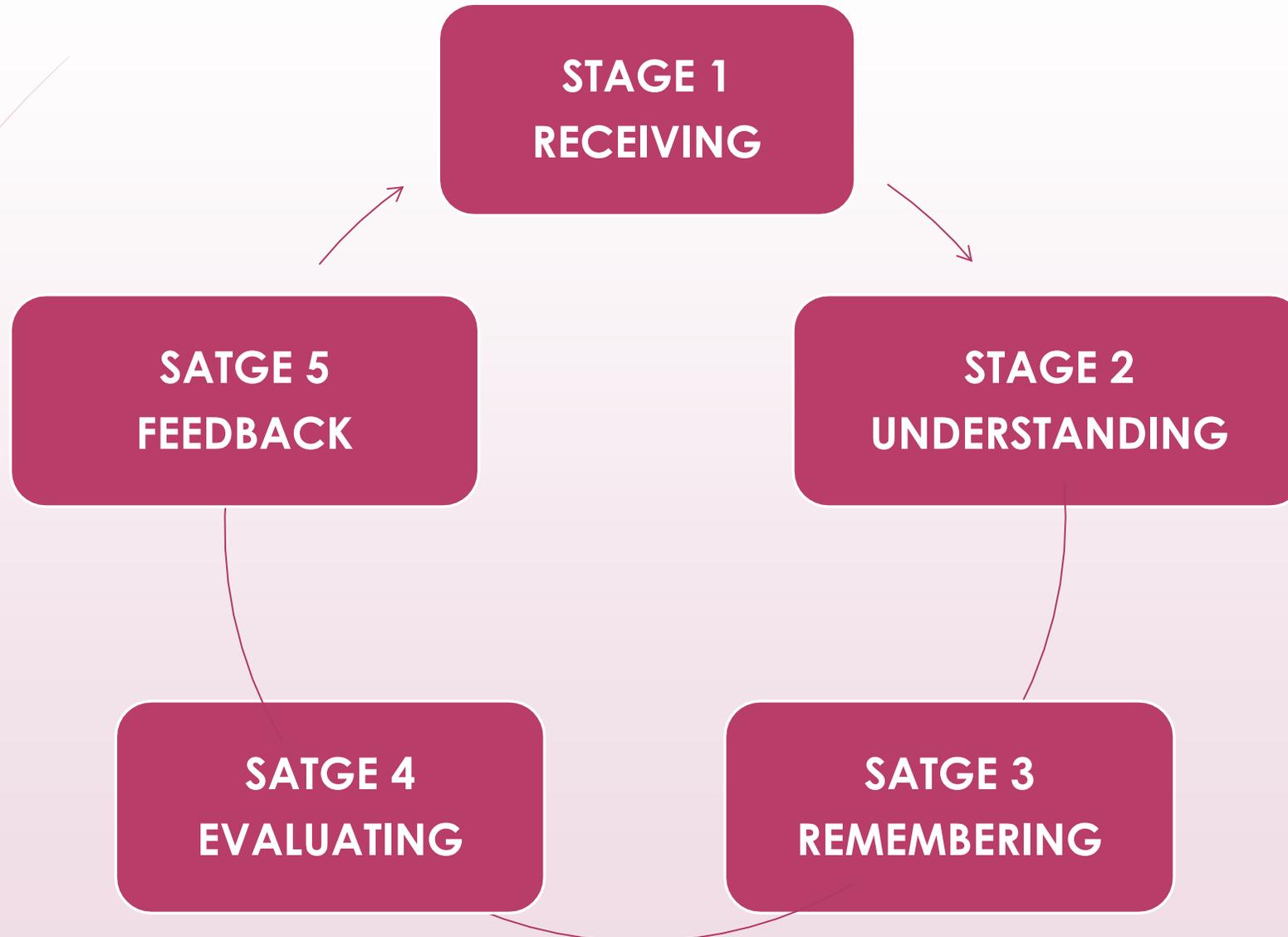


IMPORTANCE OF LISTENING SKILLS

- To understand the topic of discussion, in best possible way.
- To perceive point of view, thought process and ideas of speaker.
- To help to maintain the flow of the communication.
- To seek the new knowledge and better understanding.
- To analyzing, what are being said and why.



PROCESS OF LISTENING



BARRIERS ASSOCIATED WITH LISTENING

- Most common Barriers in Listening are
 - Lack of interest
 - Emotional Issues
 - Prior understanding
 - Environmental Factors



THANK YOU