

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.

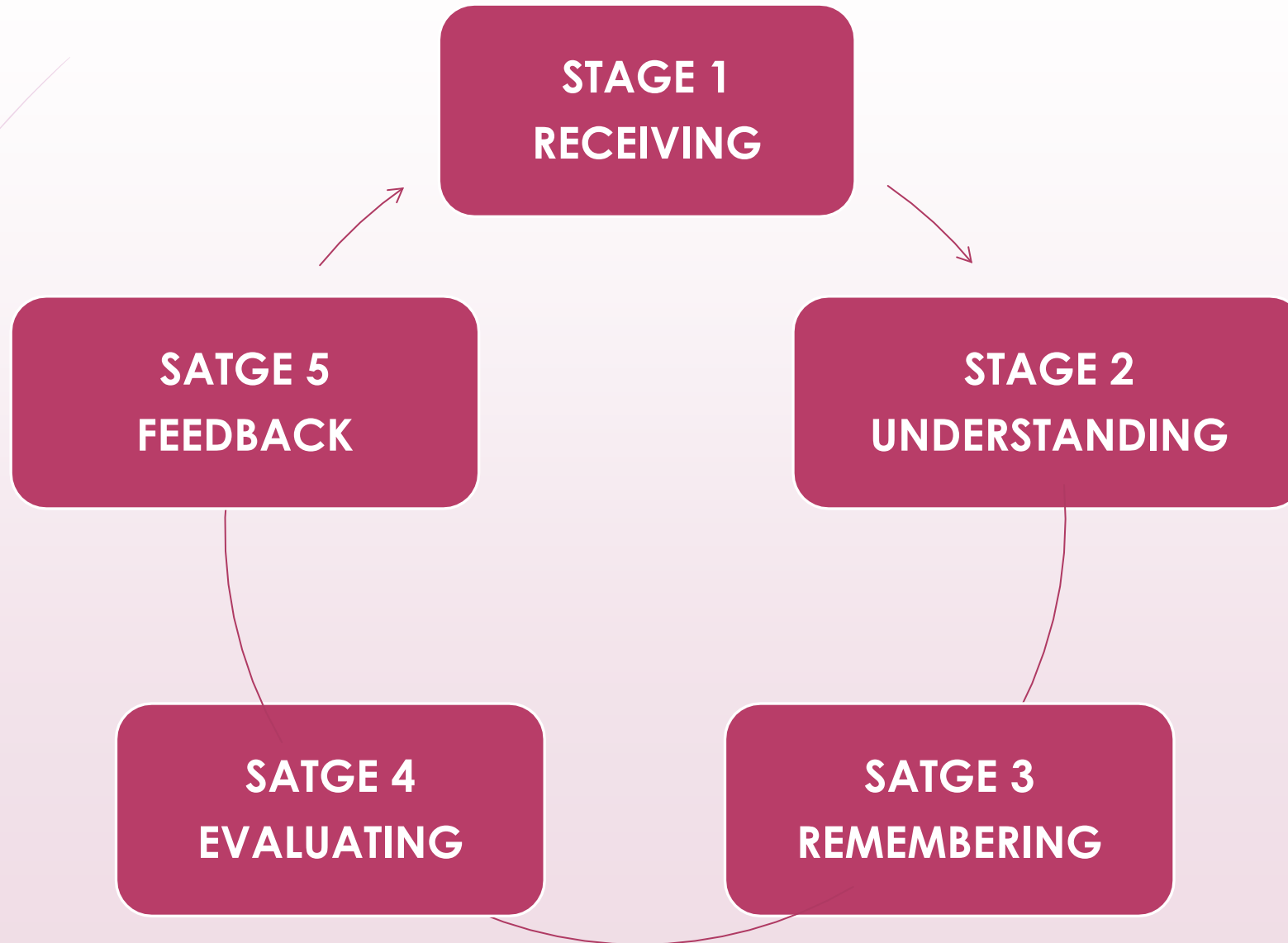


IMPORTANCE OF LISTENING SKILLS

- 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

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THANK YOU