

# LESSON 4

# EFFECTIVE

# LISTENING

# SKILLS

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# WHY LISTENING MATTERS

## *The Most Important Communication Skill*

### Surprising Statistics:

- 45% of communication time is spent LISTENING
- 30% speaking
- 16% reading
- 9% writing

### Why Good Listening = Success:

#### 1. Better Understanding

Catch important details, avoid mistakes

#### 2. Stronger Relationships

People feel valued when you truly listen

#### 3. Better Learning

Absorb information more effectively

#### 4. Career Advancement

Employers value good listeners - better teamwork, fewer errors

#### ✗ The Cost of Poor Listening:

- Misunderstandings and conflicts
- Wasted time repeating information
- Missed opportunities
- Damaged relationships

# HEARING VS. LISTENING

## Understanding the Difference

HEARING (ได้ยิน)	LISTENING (ฟัง)
Physical process	Mental process
Automatic	Active
Not a choice	A choice
No effort required	Requires effort
Just sound entering ears	Understanding meaning

## Real-Life Example:

**Hearing:** You're at a coffee shop. You hear music, conversations, coffee machine sounds. All sounds enter your ears, but you're not paying attention to any specific one.

**Listening:** Your friend starts telling you about their job interview. You focus on their words, watch their expressions, ask questions, remember details. This is active listening.

## 💡 The Key:

Listening requires effort and intention. It's a skill you can develop!

# ACTIVE LISTENING DEFINED



## *What is Active Listening?*

**Active Listening** = Fully Concentrating + Understanding + Responding + Remembering

## The 4 Key Components:

### 1. CONCENTRATING

- Give full attention to the speaker
- Put away distractions (phone, laptop)
- Make eye contact, face the speaker

### 2. UNDERSTANDING

- Try to grasp the message and meaning
- Consider the speaker's perspective
- Read between the lines (tone, emotions)

### 3. RESPONDING

- Show you're listening (nod, verbal cues)
- Ask clarifying questions
- Paraphrase to confirm understanding

### 4. REMEMBERING

- Retain key information
- Take notes if appropriate
- Follow up on important points later

# LISTENING BARRIERS

## *What Prevents Good Listening?*

Barrier Type	Examples
<b>Physical Barriers</b>	Noise, uncomfortable environment, distance, technology issues, physiological (hungry, tired, sick, sensory limitations)
<b>Psychological Barriers</b>	Daydreaming, preconceived opinions, emotions, anxiety, prejudice
<b>Language Barriers</b>	Difficult vocabulary, accents, speed of speech, complexity

### Self-Check Question:

Which barriers do YOU struggle with most? Identifying them is the first step to overcoming them!

# OVERCOMING BARRIERS

## *Practical Strategies to Improve Listening*

### For Physical Barriers:

- Control your environment: Choose quiet spaces, minimize noise
- Sit strategically: Front/center in lectures, face-to-face in conversations
- Test technology: Check audio before important online meetings
- Take care of yourself: Eat, rest, stay comfortable

### For Psychological Barriers:

- Stay present: When mind wanders, gently bring focus back
- Suspend judgment: Listen first, evaluate later
- Manage emotions: Take deep breaths if feeling upset
- Challenge biases: Be aware of your prejudices, listen with open mind
- Practice mindfulness: Focus exercises help concentration

# OVERCOMING BARRIERS (2)

## For Language Barriers:

- Build vocabulary: Learn new words regularly
- Ask for clarification: "Could you explain that?" "What does X mean?"
- Request slower speech: Politely ask speaker to slow down
- Practice with different accents: Watch international content
- Use context clues: Guess meaning from surrounding words

# THE SOLER METHOD

*Active Listening Body Language Technique*

SOLER = 5 Physical Behaviors for Active Listening

## **S - Sit/Stand SQUARELY**

Face the speaker directly (not at an angle)

Shows you're giving full attention

## **O - OPEN Posture**

Uncross arms and legs

Keep body relaxed, not defensive

Signals openness and receptivity

## **L - LEAN Forward (Slightly)**

Lean toward speaker a little bit

Shows interest and engagement

Don't overdo it - just slightly

## **E - Eye Contact**

Maintain comfortable eye contact

Natural breaks are okay - don't stare!

Cultural note: eye contact norms vary by culture

## **R - RELAX**

Stay calm and natural

Don't fidget or appear tense

Breathe normally, be comfortable



 **Practice Tip:**  
Practice SOLER in your next conversation. It might feel awkward at first, but it becomes natural with practice!

# NOTE-TAKING FOR LISTENING



## *Why Take Notes While Listening?*

### Benefits of Note-Taking:

- **Better retention:** Writing helps memory
- **Stay focused:** Keeps mind engaged
- **Reference later:** Review important points
- **Organize thoughts:** See connections and structure

### The Cornell Method:

#### Divide your paper into 3 sections:

##### **1. Notes Column (Right, 70%)**

Write main ideas, details, examples during listening

Use abbreviations, symbols, short phrases

##### **2. Cue Column (Left, 30%)**

After listening: write questions, keywords, main topics

Helps review and test yourself

##### **3. Summary (Bottom, 2-3 lines)**

Write brief summary of main points

In your own words

# NOTE-TAKING FOR LISTENING (2)



## 💡 Quick Tips:

- Don't write everything - focus on main ideas
- Use abbreviations: w/ = with, b/c = because, → = leads to
- Listen for signal words: 'importantly', 'first', 'however', 'in conclusion'
- Review and fill gaps immediately after listening

# LISTENING CONTEXTS



## *Adapting Your Listening to the Situation*

Context	Purpose	Focus On	Note-Taking
<b>Lectures/ Presentations</b>	Learn new information	Structure, main points, examples	Take detailed notes
<b>Meetings</b>	Share info, make decisions	Action items, responsibilities, deadlines	Note decisions
<b>Conversations</b>	Build relationships, exchange ideas	Emotions, perspectives, unspoken	Not always needed
<b>Instructions</b>	Follow steps	Sequence, details, warnings	Note steps or ask to repeat

### Key Insight:

Different situations require different listening approaches. Be flexible and adjust your strategy!

# ASKING CLARIFYING QUESTIONS



How to Ask When You Don't Understand

Why Ask Questions?

- Prevents misunderstanding
- Shows you're engaged
- Deepens understanding
- It's better to ask than to guess wrong!

# ASKING CLARIFYING QUESTIONS (2)



## *Types of Clarifying Questions:*

### **1. Ask for Repetition:**

"Could you repeat that, please?"

"I'm sorry, I didn't catch that. Could you say it again?"

"Would you mind repeating the last part?"

### **2. Ask for Definition:**

"What does (word) mean?"

"Could you explain what you mean by (term)?"

"I'm not familiar with that term. Could you clarify?"

### **3. Ask for Examples:**

"Could you give me an example?"

"Can you show me what you mean?"

"Like what, for instance?"

### **4. Confirm Understanding:**

"So, you're saying that...?"

"Just to make sure I understand, ...?"

"Let me see if I've got this right..."



### **Important:**

Never pretend to understand when you don't. Asking shows intelligence and engagement, not weakness!

# PARAPHRASING

## *Restating to Show Understanding*

### What is Paraphrasing?

Repeating what someone said using YOUR OWN WORDS to confirm you understood correctly.

### Why Paraphrase?

- Confirms understanding: Speaker can correct if wrong
- Shows you're listening: Demonstrates engagement
- Helps memory: Processing info in your words aids retention
- Builds rapport: People feel heard and valued

# PARAPHRASING (2)

## How to Paraphrase:

### 1. Start with a phrase:

"So what you're saying is..."

"If I understand correctly..."

"In other words..."

### 2. Restate the main idea in your own words

### 3. Check if you got it right:

"Is that correct?"

"Did I get that right?"

## Examples:

**Speaker:** "This project is behind schedule because we're waiting for the client's feedback on the design."

**You:** "So we can't move forward until the client reviews the design? Is that right?"

**Speaker:** "I'm concerned that if we don't hire more staff, the quality of our service will decline."

**You:** "If I understand correctly, you think we need to expand the team to maintain service standards?"

# SUMMARIZING

*Capturing Main Points Concisely*

**Paraphrasing vs. Summarizing:**

- Paraphrasing: Restates ONE idea or point
- Summarizing: Captures MAIN POINTS of longer discussion

**When to Summarize:**

- At the end of a meeting or conversation
- After a long presentation or lecture
- Before moving to a new topic
- When someone has shared a lot of information

# SUMMARIZING (2)

## How to Summarize:

1. Start with a summary phrase:

"To summarize..."

"So, the main points are..."

"Let me recap what we've discussed..."

2. State 2-4 main points (not everything!)

3. Use your own words, keep it brief

4. Check accuracy: "Have I captured the key points?"

## Example:

### After a 20-minute meeting:

"Let me summarize what we've agreed on. First, we'll launch the new product in Q2 instead of Q1. Second, marketing will prepare a social media campaign by March 15th. And third, we need to hire two more customer service reps before the launch. Did I miss anything important?"

### 💡 Pro Tip:

Summarizing helps everyone stay on the same page and creates a shared understanding.

# LISTENING FOR SIGNAL WORDS



## Words That Guide Your Listening

Signal words tell you what's coming next and help you follow the speaker's logic.

Type	Examples
<b>Sequence</b> (ลำดับ)	First, second, next, then, finally, lastly
<b>Addition</b> (เพิ่มเติม)	Also, furthermore, in addition, moreover, besides
<b>Contrast</b> (ความแตกต่าง)	However, but, on the other hand, although, yet
<b>Cause/Effect</b> (สาเหตุ/ผล)	Because, therefore, as a result, consequently, thus
<b>Emphasis</b> (เน้นย้ำ)	Importantly, significantly, notably, especially, indeed
<b>Summary</b> (สรุป)	In conclusion, to sum up, overall, in summary, finally

# TWO TYPES OF LISTENING



*Listening for Specific Information vs. General Understanding*

## 1. Listening for GENERAL Understanding

**Goal:** Get the big picture, main ideas

**Strategy:** Don't worry about every word, focus on overall meaning

**Example:** Understanding the topic of a presentation, getting the gist

## 2. Listening for SPECIFIC Information

**Goal:** Find particular details (dates, numbers, names, facts)

**Strategy:** Focus intensely, listen for keywords

**Example:** Finding meeting time, catching phone numbers, noting deadlines

# TWO TYPES OF LISTENING (2)



## Practice Exercise:

### Passage 1 - Listen for **GENERAL** understanding:

"Last week, our company launched a new product line focused on sustainable packaging. The response from customers has been overwhelmingly positive. Sales exceeded our projections by 30%, and we received hundreds of emails praising our environmental commitment. The marketing team deserves credit for their creative campaign."

### Question: What is the main topic?

### Passage 2 - Listen for **SPECIFIC** information:

"The project deadline is March 15th. Sarah will handle the design, Tom will manage the budget of \$50,000, and I'll coordinate with the client. We'll meet every Tuesday at 2 PM in Conference Room B."

### Questions: When is deadline? Who manages budget? Meeting time?

# CRITICAL LISTENING



## *Evaluating What You Hear*

### **What is Critical Listening?**

Listening + Thinking + Evaluating = Not just accepting everything

### **Questions to Ask:**

- Is this fact or opinion? (Fact: can be verified, Opinion: personal belief)
- What evidence supports this? (Examples, data, research?)
- Is the source credible? (Speaker qualified? Any bias?)
- What's missing? (Other perspectives? Counter-arguments?)

# CRITICAL LISTENING (2)

## Practice: Identify Fact or Opinion

### Statement 1:

"This smartphone is the best on the market. Everyone should buy it."

(Opinion + bias, no evidence, persuasive language)

### Statement 2:

"According to Harvard study, people who exercise report 25% higher satisfaction."

(Fact with source, can be verified, more credible)

### Statement 3:

"The meeting is next Monday at 10 AM in Room 302."

(Fact, specific verifiable information, no bias)

# LISTENING CHALLENGES

## *Dealing with Accents, Speed, and Complex Topics*

Challenge	How to Handle
<b>Different Accents</b>	<ul style="list-style-type: none"><li>• Listen to diverse content (BBC, CNN, etc.)</li><li>• Focus on keywords and context</li><li>• Ask politely to repeat if needed</li></ul>
<b>Fast Speech</b>	<ul style="list-style-type: none"><li>• Ask to slow down politely</li><li>• Listen for main ideas, not every word</li><li>• Practice with fast content</li></ul>
<b>Complex Topics</b>	<ul style="list-style-type: none"><li>• Read about topic beforehand</li><li>• Learn key vocabulary first</li><li>• Take extensive notes</li><li>• Ask for simpler explanation</li></ul>

### Remember:

These challenges are normal! Everyone faces them. The key is having strategies.

# PRACTICE - UNDERSTANDING KEY WORDS



## Focus on Meaning, Not Perfect Pronunciation

### Practice Instructions:

Instructor will read sentences with varied pronunciation. Focus on understanding the MEANING.

### Important Tip:

Different people pronounce words differently - that's normal!  
Focus on keywords and context.

# PRACTICE - UNDERSTANDING KEY WORDS (2)



## Practice Sentences:

### Sentence 1:

"The water bottle is on the table in the conference room."

Question: Where is the water bottle? (Answer: on the table in conference room)

### Sentence 2:

"I can't understand this document. Can you help me?"

Question: What does the speaker need? (Answer: help understanding document)

### Sentence 3:

"The project deadline has been moved to next Friday afternoon."

Question: When is the new deadline? (Answer: next Friday afternoon)

### Try varying:

- Reading speed (normal, then slightly faster)
- Emphasis on different words
- Natural pronunciation variations

# PRACTICE - SPEED VARIATIONS



## *Listening at Different Speaking Speeds*

### **Exercise:**

Instructor will read passage 3 times at different speeds. Take notes each time.

### **Passage:**

"Our team completed the market research project last month. We surveyed 500 customers across five cities. The results showed that 78% prefer online shopping, and 65% value free shipping over fast delivery. These findings will shape our new marketing strategy."

#### **Reading 1: SLOW (pause between phrases)**

Students: Try to get ALL details

#### **Reading 2: NORMAL (conversational pace)**

Students: Focus on main ideas and key numbers

#### **Reading 3: FAST (quick, no pauses)**

Students: Just capture the general idea

### **Questions:**

1. How many customers surveyed? (500)
2. What % prefer online shopping? (78%)
3. What do customers value more? (free shipping)
4. What will findings influence? (marketing strategy)

THANK YOU

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