Notes Today p1
Starting Writing NOW!

- The four parts of the listening process
- Listening Process Barriers
- Listening in the Workplace
- Improving Listening ITW
- Skillful Listening
- Ten Misconceptions About Listening
- Most Irritating Listening Habits
- Nonverbal Communication

Mary Ellen Guffey, *Business Communication: Process and Product, 5e*
Notes Today p2

- Functions of Nonverbal Communication
- Forms of Nonverbal Communication
- Nonverbal Communication and Perception
Listening
The Listening Process
The Listening Process

Perception
The Listening Process

Perception

Interpretation
The Listening Process

- Perception
- Interpretation
- Evaluation
The Listening Process

- Perception
- Interpretation
- Evaluation
- Action
Listening Process Barriers

Mental Barriers

- Inattention
- Prejudgment
- Frame of reference
- Closed-mindedness
- Pseudolistening
Listening Process Barriers

Physical and Other Barriers

- Hearing impairment
- Noisy surroundings
- Speaker’s appearance
- Speaker’s mannerisms
- Lag time
Listening in the Workplace

• Listening to superiors
• Listening to colleagues and teammates
• Listening to customers
Improving Listening in the Workplace

- Stop talking.
- Control external and internal distractions.
- Become actively involved.
- Separate facts from opinions.
- Identify important facts.
- Ask clarifying questions.
- Paraphrase to increase understanding.
- Capitalize on lag time.
- Take notes to ensure retention.
- Be aware of gender differences.
Skillful Listening to Customers

- Defer judgment.
- Pay attention to content (not to appearance, form, or surface issues).
- Listen completely.
- Listen primarily for the main idea; avoid responding to sidetracking issues.
- Do only one thing at a time; listening is a full-time job.
- Control your emotions.
- Be silent for a moment after the customer finishes.
- Make affirming statements and invite additional comments.

Mary Ellen Guffey, Business Communication: Process and Product, 5e
Ten Misconceptions About Listening

1. Listening is a matter of intelligence.
   
   **Fact:** Careful listening is a learned behavior.

2. Speaking is a more important part of the communication process than listening.
   
   **Fact:** Speaking and listening are equally important.

3. Listening is easy and requires little energy.
   
   **Fact:** Active listeners undergo the same physiological changes as a person jogging.

Mary Ellen Guffey, *Business Communication: Process and Product, 5e*
Ten Misconceptions About Listening

4. Listening is an automatic reflex.
   Fact: Listening is a conscious, selective process; hearing is an involuntary act.

5. Speakers are able to command listening.
   Fact: Speakers cannot make a person really listen.

6. Hearing ability determines listening ability.
   Fact: Listening happens mentally – between the ears.
Ten Misconceptions About Listening

7. Speakers are totally responsible for communication success.
   
   **Fact:** Communication is a two-way street.

8. Listening is only a matter of understanding a speaker’s words.
   
   **Fact:** Nonverbal signals also help listeners gain understanding.
9. Daily practice eliminates the need for listening training.

   **Fact:** Without effective listening training, most practice merely reinforces negative behaviors.

10. Competence in listening develops naturally.

   **Fact:** Untrained people listen at only 25 percent efficiency.
Most Irritating Listening Habits

1. Rushing the speaker and making him feel he is wasting the listener’s time.
2. Interrupting the speaker.
3. Not looking at the speaker.
4. Getting ahead of the speaker (finishing her thoughts).
5. Not responding to the speaker’s requests.
Most Irritating Listening Habits

6. Showing interest in something other than what the speaker is saying.

7. Saying “Yes, but . . .,” as if the listener’s mind is made up.

8. Topping the speaker’s story with “That reminds me . . .” or “That’s nothing; let me tell you about. . . .”
Most Irritating Listening Habits

9. Forgetting what was talked about previously.
10. Asking too many questions about details.

Nonverbal communication includes all unwritten and unspoken messages, both intentional and unintentional.
Functions of Nonverbal Communication

- To complement and illustrate
- To reinforce and accentuate
- To replace and substitute
- To control and regulate
- To contradict
Forms of Nonverbal Communication

- Eye contact
- Facial expression
- Posture and gestures
- Appearance of people
Forms of Nonverbal Communication

- Time
- Space
- Territory
- Appearance of documents

How can these nonverbal forms be used to send positive messages?

Mary Ellen Guffey, *Business Communication: Process and Product, 5e*
## Nonverbal Behavior and Perception

### A “Matching” Quiz

<p>| | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Insecurity</td>
<td>2. Defensiveness</td>
<td>3. Cooperation</td>
</tr>
</tbody>
</table>

<p>| | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>_ Short breaths, “tsk” sound, clenched hands, wringing hands</td>
<td></td>
<td></td>
</tr>
<tr>
<td>_ Steepled hands, hands behind back, hands on lapels of coat, broad gestures</td>
<td></td>
<td></td>
</tr>
<tr>
<td>_ Arms crossed, sideways stance, touching and rubbing nose, rubbing eyes, drawing away</td>
<td></td>
<td></td>
</tr>
<tr>
<td>_ Open hands, upper body in sprinter’s position, sitting on edge of chair, hand-to-face gestures</td>
<td></td>
<td></td>
</tr>
<tr>
<td>_ Clearing throat, “whew” sound, whistling, smoking, fidgeting, tugging ears</td>
<td></td>
<td></td>
</tr>
<tr>
<td>_ Pinching flesh, chewing pen, biting fingernails</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Nonverbal Behavior and Perception
A “Matching” Quiz

1. Insecurity    2. Defensiveness    3. Cooperation

---

6. Short breaths, “tsk” sound, clenched hands, wringing hands
   Steepled hands, hands behind back, hands on lapels of coat, broad gestures
   Arms crossed, sideways stance, touching and rubbing nose, rubbing eyes, drawing away
   Open hands, upper body in sprinter’s position, sitting on edge of chair, hand-to-face gestures
   Clearing throat, “whew” sound, whistling, smoking, fidgeting, tugging ears
   Pinching flesh, chewing pen, biting fingernails

---

Mary Ellen Guffey, Business Communication: Process and Product, 5e
Ch. 3, Slide 27
Nonverbal Behavior and Perception
A "Matching" Quiz

1. Insecurity       2. Defensiveness       3. Cooperation

6. Short breaths, “tsk” sound, clenched hands, wringing hands
4. Steepled hands, hands behind back, hands on lapels of coat, broad gestures
__ Arms crossed, sideways stance, touching and rubbing nose, rubbing eyes, drawing away
__ Open hands, upper body in sprinter’s position, sitting on edge of chair, hand-to-face gestures
__ Clearing throat, “whew” sound, whistling, smoking, fidgeting, tugging ears
__ Pinching flesh, chewing pen, biting fingernails
## Nonverbal Behavior and Perception

### A “Matching” Quiz

<table>
<thead>
<tr>
<th>1. Insecurity</th>
<th>2. Defensiveness</th>
<th>3. Cooperation</th>
</tr>
</thead>
</table>

- **6** Short breaths, “tsk” sound, clenched hands, wringing hands
- **4** Steepled hands, hands behind back, hands on lapels of coat, broad gestures
- **2** Arms crossed, sideways stance, touching and rubbing nose, rubbing eyes, drawing away
- Open hands, upper body in sprinter’s position, sitting on edge of chair, hand-to-face gestures
- Clearing throat, “whew” sound, whistling, smoking, fidgeting, tugging ears
- Pinching flesh, chewing pen, biting fingernails
Nonverbal Behavior and Perception
A “Matching” Quiz

<table>
<thead>
<tr>
<th>1. Insecurity</th>
<th>2. Defensiveness</th>
<th>3. Cooperation</th>
</tr>
</thead>
</table>

6. Short breaths, “tsk” sound, clenched hands, wringing hands
4. Steepled hands, hands behind back, hands on lapels of coat, broad gestures
2. Arms crossed, sideways stance, touching and rubbing nose, rubbing eyes, drawing away
3. Open hands, upper body in sprinter’s position, sitting on edge of chair, hand-to-face gestures
__ Clearing throat, “whew” sound, whistling, smoking, fidgeting, tugging ears
__ Pinching flesh, chewing pen, biting fingernails
Nonverbal Behavior and Perception

A “Matching” Quiz

1. Insecurity       2. Defensiveness       3. Cooperation

6. Short breaths, “tsk” sound, clenched hands, wringing hands
4. Steepled hands, hands behind back, hands on lapels of coat, broad gestures
2. Arms crossed, sideways stance, touching and rubbing nose, rubbing eyes, drawing away
3. Open hands, upper body in sprinter’s position, sitting on edge of chair, hand-to-face gestures
5. Clearing throat, “whew” sound, whistling, smoking, fidgeting, tugging ears
__ Pinching flesh, chewing pen, biting fingernails
Nonverbal Behavior and Perception

A “Matching” Quiz

1. Insecurity       2. Defensiveness       3. Cooperation

6. Short breaths, “tsk” sound, clenched hands, wringing hands
4. Steepled hands, hands behind back, hands on lapels of coat, broad gestures
2. Arms crossed, sideways stance, touching and rubbing nose, rubbing eyes, drawing away
3. Open hands, upper body in sprinter’s position, sitting on edge of chair, hand-to-face gestures
5. Clearing throat, “whew” sound, whistling, smoking, fidgeting, tugging ears
1. Pinching flesh, chewing pen, biting fingernails
End