

# Speaking and Listening Skills

Reg. No.# S3F12ASOC0077

A series of horizontal lines of varying lengths and colors (teal, light blue, and white) extending from the right side of the slide.



# What is Speaking?

- The action of conveying information or expressing one's thoughts and feelings in spoken language.
- Speaking is the act of generating words that can be understood by listeners.



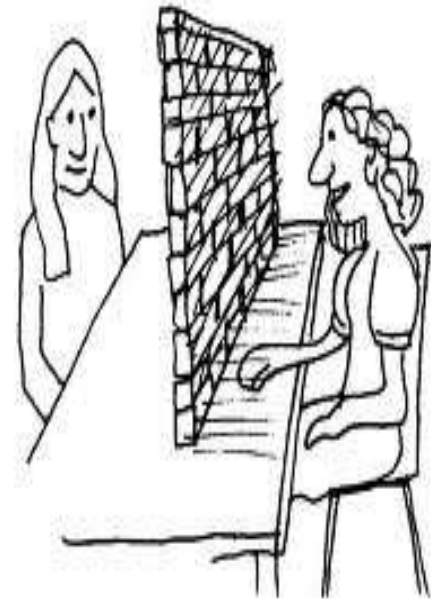
# Importance Of Speaking Skills

- Ability to convey your information in a proper way.
- Encouraging people to communicate with each other.
- Ability to inform, persuade, and direct.



# Barriers of Speaking

- ❖ Physical barriers
- ❖ Perceptual barriers
- ❖ Emotional barriers
- ❖ Cultural barriers
- ❖ Language barriers
- ❖ Gender barriers
- ❖ Interpersonal barriers



# Effective Speaking Skills

- Think before you speak.
- Know your message.
- Know something about the audience.
- Get to the easier points. Then, it is easier for the listener to remember what you said.
- Use easy language and use simple words.
- Give importance to the subject and Voice should be clear and sweet.
- Illustrate with examples.
- Stick to the time schedule.
- Have the facts and respond well to questions.



# LISTENING SKILLS

Listening skills are ways to help you listen to something more effectively.



# What is Listening?

The word listen refers to making as effort to hear something or pay attention to someone speaking or to some specific sound.





# The Listening Process





# Hearing and Listening...

Hearing and Listening are not same.



# Differences between hearing and listening...

## Hearing

- Hearing is merely the ability of ear to sense sounds around one.
- Non-selective and involuntary process for anyone that CAN hear.
- Easy, physical and passive process.
- Hearing is when the sound reaches your ears.

## Listening

- Listening is more of conscious effort to interpret the sounds, requiring concentration of mind.
- Listening is voluntary , It takes intention and attention.
- Active mental process; attempt to make meaning of what we hear.
- Listening is when it reaches your brain.

# Barriers to Listening...

- Pre-judgment.
- Speed of delivery.
- Clarity of Voice.
- Accent and dialect.
- No pauses and rewind.
- Poor quality audio materials.
- Unfamiliar topic/ Meaningless context.



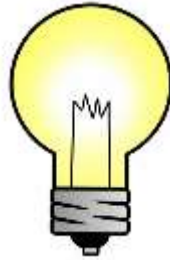
# Barriers To Effective Listening

- Environmental Barriers.
- Linguistic Barriers.
- Psychological Barriers.
- Physiological Barriers.
- Perceptual Barriers.
- Content Barrier.
- Personal Barriers.

## **Environmental Barriers**

The following, if encountered, can make us switch off from what is being said, to allow our minds to temporarily concentrate on our surroundings:

### *1. The room too hot or too cold*



### *2. The chair uncomfortable*



### *3. The lighting too bright or too dim*



### *4. Bad ventilation; stuffy/smoky atmosphere*



### *5. Noise*

### *7. Sights*



### *6. Smells*



# **Linguistic Barriers**

Linguistic barriers derive from the speaker and make it difficult for them to be listened to. They can be summarized as follows :



*1. Jargon or specialist language*



*2. Monotonous voice*

*3. Inappropriate tone*



*4. Hesitant manner*



*5. Badly organized material*



*6. Complex sentences*

*7. Complex vocabulary*

*8. Delivery too fast*

*9. Delivery too slow and ponderous*

*10. Delivery too loud*

# Psychological Barriers

Emotional states which are brought to the communication or result from it can come between what is being said and effective listening and understanding, for example :



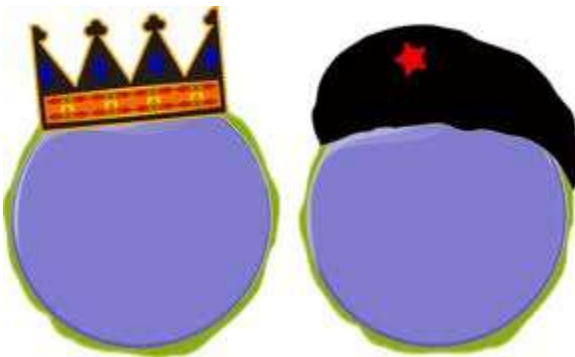
*1. Anger*



*2. Own anxiety*



*3. Frustration, inability to put across ideas*



*4. Status difference*

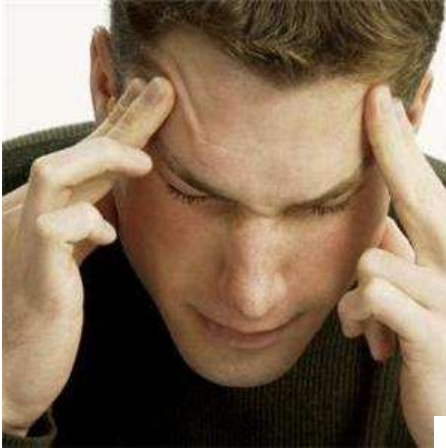


*5. Prejudice*



# **Physiological Barriers**

The physical condition of the listener can affect concentration and restrict the amount of information taken in, for example :



*1. Headache*

*2. Hearing impairment*



*3. Tiredness*



*4. Discomfort, pain, illness*



*5. Poor eyesight*

## **Perceptual Barriers**

The speaker and the listener sometimes see the same situation from a different point of view and this can affect understanding (e.g. parent and child).

Examples of other perceptual barriers are:



- Social/cultural background differences
  - Attitude unexpected
  - Expectations different
  - Appearance of speaker
    - Mannerisms
    - Accents

## **Content Barrier**

What the speaker is saying may also be a barrier to the listener:

1. *Subject of the discussion does not interest us*
2. *Speaker goes on for too long*
3. *Speaker is saying what we don't want to hear*
4. *We have heard it all before*
5. *Content is too difficult/simplistic*
6. *Content is repetitious*



# **Personal Barriers**

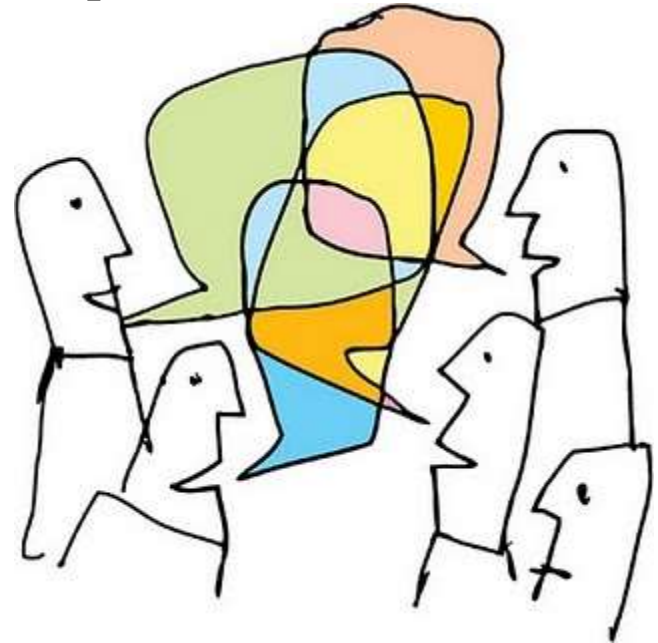
The listener may put up personal barriers:

*1. Preoccupied with own problems*



*2. Thinking about own response without hearing speaker*

*3. Looking for every opportunity to interrupt*



*4. Monopolizing the conversation, dominant speaking*

# Techniques for Effective Listening

- Prepare to listen.
- Avoid pre-judgments.
- Be open-minded.
- Establish eye contact.
- Don't interrupt.
- Judge content, not delivery.
- Extract key points.
- Give feedback.
- Block out distractions.





Thank you  
for your attention