



higher education
& training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA



Tshwane South
TVET College

"achieve the future"

INTRODUCTORY COMMUNICATION

LEVEL: N4

CHAPTER 2: LISTENING SKILLS

Chapter 2: Listening skills

After completing this topic, you will be able to:

- Define communication and illustrate an effective communication process
- Distinguish between the four main categories of communication
- Identify barriers in the communication process
- Distinguish between listening and hearing
- Identify factors that have a negative effect on listening
- Apply guidelines for improving listening skills.

Chapter 2: Listening skills

Content

- What is communication?
- Listening and hearing
- Factors that have a negative effect on listening skills
- Guideline to improved listening skills

Chapter 2: Listening skills

Introduction

This chapter is aimed at improving your listening skills. you need to realise that listening is not a natural skill, it must be learned and practised. Follow the given guideline to improve your listening skills

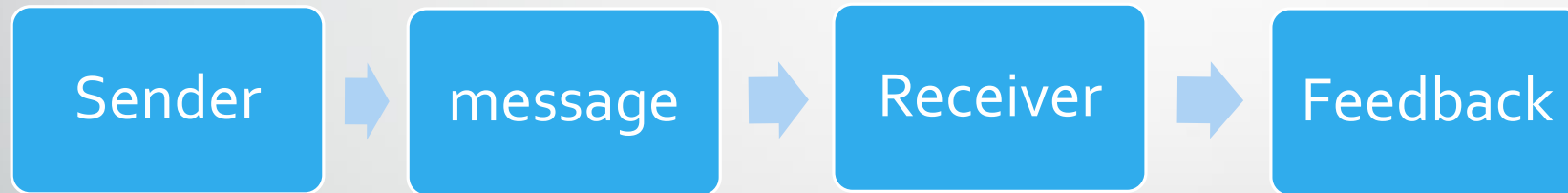
Chapter 2: Listening skills

WHAT IS COMMUNICATION

- Communication is a conveying of a message by a person (the sender) through a channel to another person (the receiver)
- Is exchanging of information by speaking, writing or using some other medium
- Is a process of sending and receiving messages that convey information, ideas and feelings.

Chapter 2: Listening skills

- PROCESS OF COMMUNICATION



Chapter 2: Listening skills

FOUR MAIN CATEGORIES OF COMMUNICATION

- Interpersonal communication – is the communication that takes place between two persons, among individuals in group
- Intrapersonal communication – takes place within a person. Eg talking to yourself or thinking of something
- Extrapersonal communication – takes place when a person talks to a plants, objects or animals
- Mass communication – takes place when the sender communicates with huge number of people , eg radio, TV, press and news paper

Chapter 2: Listening skills

BARRIERS IN THE COMMUNICATION PROCESS

EXTERNAL BARRIERS

- Any physical noise preventing you from listening properly
- Eg lawn mower outside the class room, a crackling sound on the telephone line

Chapter 2: Listening skills

INTERNAL BARRIERS

- Physical noise- such as traffic noise, crackling noise on a telephone line
- Physiological noise – eg poor health, poor eyesight and headache
- Psychological noise – eg anger, fear and depression
- Perceptual noise – people will react differently to messages because they have different perceptions, different in age, religion, background and education
- Language based problems – eg when people use slang or jargon

Chapter 2: Listening skills

Listening and hearing

- Hearing is merely a physical process of perception, whereas listening is
- Listening is a complicated process of absorbing, judging and acting upon what is heard

Chapter 2: Listening skills

FACTORS THAT HAVE A NEGATIVE EFFECT ON LISTENING SKILL

- External barriers – any physical noise preventing you from listening. Eg lawn mower, crackling sound on the telephone line
- Internal barriers
- Physiological, bad health bad hearing

Chapter 2: Listening skills

- Psychological, fear, anger and depression
- Perceptual, different needs, background, beliefs
- Language different, slang and jargon language

Chapter 2: Listening skills

GUIDELINES FOR IMPROVING LISTENING SKILLS

- Be prepared, Take time to listen
- Be objective, Remove distractions
- Listen critically and analytically
- Look at the speaker and take note of his/her body language. Eg facial expression, gesture etc