



Ministry of Higher Education and Scientific Research
AL-Mustaqbal University College of Science
Department of medical biotechnology



Biochemistry

Lecture 6

Listening skills

By

Dr. Karrar Majeed Obaid

Active Listening

Hearing Vs. Listening

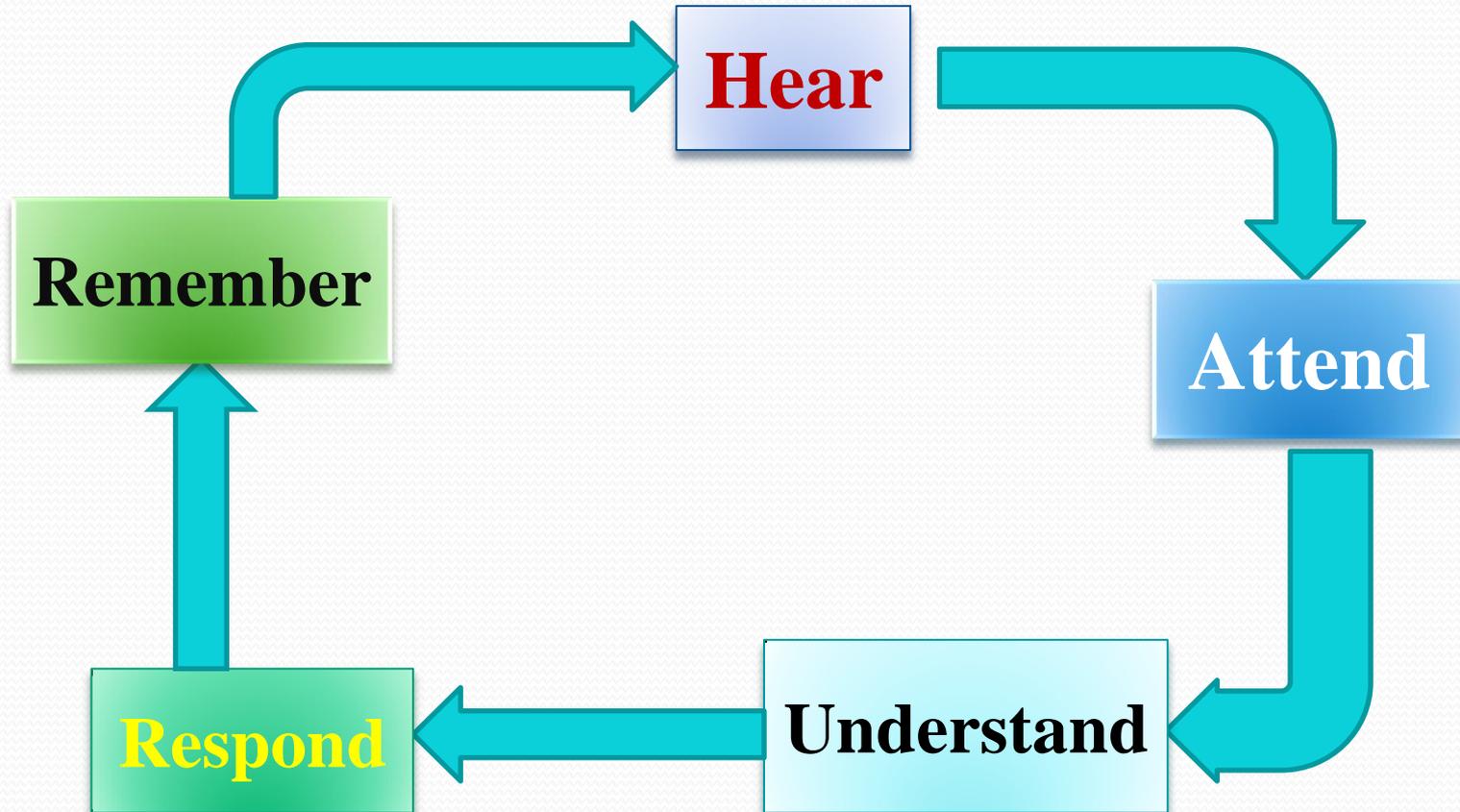
Hearing

- Implies perceiving sounds
- Is a passive process
- Involves effortless activity

Listening

- Understanding information with involvement from mind and body
- Is an active process
- Requires conscious efforts, concentration and interest

Listening Process



1. Hearing

- Occurs when sound waves hit the ear
- Involves no deciphering/interpretation
- Is a prerequisite to listening

2. Attending

- ❑ Filters heard messages, focus on some
- ❑ Can be heard or can be white noise
- ❑ Attend better when there's personal gain



3. Understand

- Requires meaning to be assigned to a message
- Impacted by language interpretation
- Assigns a level of importance to the message



4. Responding

- Delivers feedback to the speaker
- Can be:
 - Verbal or nonverbal
 - Paraphrasing
 - Questions



5. Remembering

- Recall information from memory
- Builds relationships and trust



Types of Listening

Critical

- Requires understanding
- Looks for evidence
- Checks for logical reasoning

Empathetic

- Focuses on the speaker's emotion
- Allows the listener to see another point of view

Informational

- Perceives information
- Requires no criticism or judgment
- Focuses on key points

Appreciative

- Listens for entertainment
- Does not involve analyzing

What is Active Listening?

1. Ability of paraphrasing information
2. Not interrupting the speaker
3. Not formulating a stance until speaker is finished speaking



Why is Active Listening Important?

- ✓ Builds relationships
- ✓ Creates new ways to approach issues
- ✓ Diffuses emotional situations
- ✓ Avoids costly errors



How to Become an Active Listener

1. pay Attention
2. show you are listening
3. Provide positive reinforcement
4. Provide effective feedback

1. Pay Attention

- Look directly at the speaker
- Be open-minded
- Avoid being distracted
- “Listen” to the speaker’s body language
- Focus on what the speaker is saying

2. Show That You Are Listening

- Nod occasionally
- Use short verbal responses like “I see,” “Yes,” “Go on”
- Keep an open and engaged body language

3. Provide Positive Reinforcement

- Use verbal and non-verbal acknowledgement
- Smile and use other facial expressions
- Have an open and inviting posture
- Soften facial expressions

4. Provide Effective Feedback

- ❖ Be open and honest in your response
- ❖ Assert your opinions respectfully
- ❖ Treat the other person like you would want to be treated
- ❖ Respond appropriately, be assertive, but not aggressive

Thank
you

