

## CTLT's Spring Semester 2006 Teaching Tip for February 1.

To continue with our Communication for Learners theme, the following information and links center on listening. Three ideas are presented in this week's teaching tip.

1. Do you know that there is an International Listening Association? Below there are some listening quotes and the URL for their site.
2. Do you know the three basic listening modes? They are described below by Jack Alan Nadig, clinical psychologist.
3. Have you read the attached article, "The Integrative Listening Model: An Approach to Teaching and Learning Listening"?

This article offers educators a listening model, which is based on the authors' definition of effective listening, "the dynamic, interactive process of integrating appropriate listening attitudes, knowledge, and behaviors to achieve the selected goal(s) of a listening event." The authors discuss how many students are not prepared to listen effectively and urge educators to incorporate effective listening instruction in their courses. The authors' Integrated Listening Model "provides a unique and practical framework . . . and is valuable to both teachers and students because it addresses the factors that influence human communication such as the contextual and personal filters we need to consider as we prepare to listen effectively."

### **1. International Listening Association Quotes and URL**

"I feel like a terribly slow learner in acknowledging that only in recent years have I come to learn that listening is a

primary way by which I can become a significant person in my own eyes and in the eyes of others. And I must continually relearn it.” — Earl Koile

“I like to listen. I have learned a great deal from listening carefully. Most people never listen.” — Ernest Hemingway

“Education is the ability to listen to almost anything without losing your temper or your self-confidence.” — Robert Frost  
<http://www.listen.org/Templates/home.htm>

## 2. Basic Listening Modes

--**Competitive or Combative Listening** happens when we are more interested in promoting our own point of view than in understanding or exploring someone else’s view. We either listen for openings to take the floor, or for flaws or weak points we can attack. As we pretend to pay attention, we are impatiently waiting for an opening, or internally formulating our rebuttal and planning our devastating comeback that will destroy their argument and make us the victor.

--**In Passive or Attentive Listening** we are genuinely interested in hearing and understanding the other person’s point of view. We are attentive and passively listen. We assume that we heard and understand correctly, but stay passive and do not verify it.

--**Active or Reflective Listening** is the single most useful and important listening skill. In active listening we are also genuinely interested in understanding what the other person is thinking, feeling, wanting or what the message means, and we are active in checking out our understanding before we respond with our own new message. We restate or paraphrase our understanding of their message and reflect it back to the sender for verification. This verification or

feedback process is what distinguishes active listening and makes it effective.

**3. Please review and save the attached article, “The Integrative Listening Model: An Approach to Teaching and Learning Listening.”**

Finally, remember to visit the CTLT’s workshop page to review the Communication for Learners workshops that you can register for.

<http://www.bgsu.edu/ctlit/page11755.html>