Unit 5 Seminar

Nancy Duong

[Institutional Affiliation(s)]

Author Note

The Importance of Listening

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The processes of communication between two or more participants require that both the sender and the receiver are active listeners. Listening means the active process that one can use to combine both verbal and non-verbal part of the message delivered and try to decode the message that is intended to be delivered.

Listening is not somewhat a passive form of communication and under no circumstances that listening should be confused with hearing. This is because hearing is an innate ability of almost every living being. Also, there is no effort involved and one can always hear in the presence of sound waves if one can do so. Listening, as mentioned above, is an active process that requires effort.

There are several stages of listening. First, there is the attending stage that triggers our interest in the message that is intended to be delivered. Second, there is the understanding stage, where we organize the data in our mind. Third, there is the interpretation stage, where we interpret all the cues, verbal and non-verbal, that are delivered with the message, whether intentionally or not. Lastly, there is a stage where we try to remember what we had just heard. Note that the last stage is the true scale where we gauge the interest of the receiver of the message. It tells us whether the receiver was active in the process of communication or not. In other words, was she even "listening" or just "hearing".

To conclude, we must never underestimate the power of listening. This is a very important aspect of one's ability to communicate and form a response that keeps a conversation going. Any important in this ability can be treated as a high-valued skill that can yield long-term benefits in one's professional as well as personal life.

# References

Cheryl Hamilton, B. C. (2019). *Communication for Success: 2nd Edition.* Taylor and Francis.