Unit 5 Journal

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Author Note

The Importance of Listening

Improving Listening

Listening is perhaps the most important part of the process of communication. Often this part of communication is confused with hearing and not given the status of a skill. This can create problems in one's ability to absorb the message delivered and generating an appropriate response.

Thankfully, there are ways in which this skill can be improved. First, there should be a consistent eye contact between the sender and the receiver of the message. This shows that the receiver intends to listen to what the sender wants, which creates trust between the two parties. Second, the sender and the receiver must adopt an open posture. This gives both parties to continue their conversation. Third, the receiver must ask open questions related to the message conveyed. This not only shows the interest of the receiver, but it also helps the receiver to generate an appropriate feedback to the message. Fourth, the body language of both the sender and the receiver must very active. Both should convey their participation in the conversation by frequent gestures such as nodding and mirroring each other's body stance. Last, both the parties involved should listen to understand the message, and not just to answer each other like they are competing with each other.

Understanding the basic stages of listening is helpful in our daily lives as well. For one, active communication often helps in the resolution of a problem that can enlarge due to miscommunication between parties. For another, listening helps us in gauging our importance in the hearts and minds of others. One cannot respect another if one is not listening to what the others have got to say. Lastly, listening helps us to collect relevant information from others or at least the information that we deem as relevant. This practice is useful in every aspect of life.

# References

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