

plays a significant role in improving effective communication and establishing meaningful relationships in both work and non-work situations. Table 5.1 presents a set of effective and ineffective listening habits.

Table 5.1 Listening Habits

	<i>Ineffective</i>		<i>Effective</i>
(1)	Deciding in advance that the subject is <i>uninteresting</i>	(1)	Find interest in every subject
(2)	Focusing on the poor delivery of the speaker — <i>how</i> rather than <i>what</i>	(2)	Focusing on the contents rather than on the delivery — <i>what</i> rather than <i>how</i>
(3)	Becoming overexcited and anxious to make your own point —tendency to pass judgement and conclude even <i>before</i> speaker has finished	(3)	Patient hearing in here and now situation —non judgemental and tentative in forming opinion; suspend conclusion till the end
(4)	Focusing only on <i>facts</i> —may miss the main idea and the theme; isolated facts do not make sense	(4)	Focus on main ideas and <i>broad theme</i> —discern meaning in what the speaker is saying
(5)	A tendency to outline everything —taking note of everything <i>prevents</i> us from listening to the speaker	(5)	Listen first and decipher the key ideas. —only main points to be noted
(6)	Pretend to pay attention —poor listeners are often tired, lazy, bored, preoccupied	(6)	Work at listening —listening is hard work —concentrate on the total context including verbal/non-verbal expressions
(7)	Allow distractions to interfere —Create noise	(7)	Control distractions —pay attention and think positively
(8)	Avoid difficult material —ignore and mentally withdraw	(8)	Seek out challenging listening —effective listening —take it as a challenge
(9)	Responding emotionally to certain words or phrases —getting emotionally worked up	(9)	Understand and overcome emotional reactions —keep your emotions under control
(10)	Day dreaming because of the difference between speech speed and thought speed. —thought travels faster than speech	(10)	Use extra thought and time —to summarise, —to anticipate speaker's next point, and —to read between the lines.