

LISTENING QUESTIONS TO THINK ABOUT

1. Define listening. How is it different than hearing?
2. What are the four steps in the listening process?
3. Why do we say that speaking and listening are codependent efforts?
4. What are the barriers to effective listening?
5. What are some of the qualities of good listeners and poor listeners?
6. What can we do to improve listening skills?

body type	movement
gestures	posture
face	eye contact
facial hair	condition of the skin
moles	scars
gender	hair style
age	hair color
wrinkles	distance
hair	absence of hair
teeth	absence of teeth
appearance	jewelry
clothing	color of clothing
scent	touch
music	silence
vocal quality	tone

COMMUNICATION ELEMENT

Nonverbal communication is an important part of everyday communication. In human interaction, we rely on the nonverbal aspect of the message to augment, supplement and explain verbal communication. If we say, "Nice job," the vocal quality is expected to sound sincere. When a contradiction between the verbal and nonverbal portions of the message occurs, most people tend to believe the message that is being given off nonverbally, rather than the verbal message. In the example above, a sarcastic tone of voice would probably lead the receiver to believe that he is not doing a good job at all, at least in the eyes of the sender. While we often send conflicting verbal and nonverbal messages intentionally, communication begins to break down when the contradiction exists for unintentional reasons.