

## MOOC DIGITAL WORKPLACE

### MODULE 2: COMMUNICATION

#### VIDEO: MOD2\_4: Know How to Listen

Script: details of what the course presenter will say.

On screen text: ideas, images etc. to appear on screen as and when prompted.

Editing notes

### SCRIPT

### ON SCREEN TEXT

### EDITING NOTES

We all know how important it is to be able to express ourselves effectively in order to be good communicators, but there is also an equally important skill which is knowing how to listen; Essentially, there is no communication, if we don't know how to listen.

Let's see what it means to really listen by looking at the different levels of listening.

Poster:

There is no communication, if we don't know how to listen.

Close-up of the trainer for a few seconds holding a sign showing his/her full name.

What are the different levels of listening?

The first level is what is termed as BIOLOGICAL LISTENING, or we could just call it hearing because it's not even really listening. It's like when someone hears rain; it's not active listening but rather something that requires no effort on their part.

The next level, and essentially first real level of listening, is PRETEND LISTENING. At this level we maintain eye contact with the other person, we act as if we are listening to what they are saying but we don't really listen to what they want to communicate to us. This sometimes occurs on phone calls the person listening limits their comments to "yes, mmm," ... but they are really just interjections that he or she uses to let us know that they are still there ... but in reality they have not been listening to anything being said to them!

Let's continue with the next level...

The next level of listening is called SELECTIVE LISTENING. This level is typical of students. When we are in class we take notes from time to time as we listen to what teacher is saying i.e. we may not understand or listen one hundred percent to everything the teacher says but rather we select what we think is interesting or important. This sometimes happens when people are teleworking as often there is no face to face communication i.e. we do not see each other but only hear each other... (For example via telephone).

The next level of listening is ACTIVE LISTENING. At this level we are hearing, almost one hundred percent, what the other person is telling us. We are paying attention and confirming back to the other person what they are saying by way of paraphrasing and summarizing...

The final and highest level of listening is EMPATHIC LISTENING. At this level of listening, we actually enter into the same frame of mind as the other person. We understand what they are telling us, both intellectually and emotionally and the other person appreciates that they are really being listened to.

Poster:

- Biological hearing
- Feigned listening
- Selective listening
- Active listening
- Empathic listening

Close-up of the trainer with the text on one side of the screen (bullet points gradually appearing as they are mentioned).

So ... what can we do to improve our listening skills?

- Bear in mind that listening requires a conscious and deliberate effort. Not passive listening. So pay attention; you need to be truly present for the person you are communicating with.
- Try to listen before talking, because that way you will obtain the maximum amount of information that the other person wants to communicate to you and will allow us to later adapt our message to their needs and influence them better.
- Avoid interrupting the other person, unless strictly necessary.
- Be patient.
- Respect silences. They allow us to reach conclusions and position ourselves before taking a decision.
- Use summaries; paraphrase what the other person said so that they know you are listening.
- And, as we said before, look for ways to give feedback on what you are hearing and understanding from the other person.

When working remotely listening requires you to be much more proactive, especially if you are using a channel via which you cannot use non-verbal forms of communication (i.e. you cannot see each other).

It is just as important to learn to listen as it is to give feedback to the other person about what they are saying, making them see that you are really listening and that you are interested in what they are saying.

Poster with key points:

- Be proactive when listening.
- Listen before speaking.
- Avoid interrupting.
- Be patient.
- Respect silences.
- Summarise ...
- Give feedback.

Close-up of the trainer with the text on one side of the screen (bullet points gradually appearing as they are mentioned).