



Listening – The Complex and Selective Process of Receiving, Focusing, Deciphering, Accepting and Storing

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Abstract: Listening skill is one of the key attributes of every professional. In personal and professional life, we are always listening to something. We may be listening to a person from a different culture, speaking a different language or someone who is an expert in his/her field. Listening skills help you understand and relate to the other person better and also help you retain more information.

Key words: listening skill, ability, auditory, knowledge, speech, language, pronunciation, communication.

Until recently, listening did not take its rightful place in the process of teaching foreign languages, despite the significant formation and development of listening skills and abilities. In speech communication, a person receives a small amount of information through the auditory canal – when in contact with others, using radio and television, online, in the learning process (at seminars, lectures), when watching movies, visiting museums, etc. The ability to understand foreign speech by ear is becoming more frequent in the Modern Technology Room, as it often shapes communicative and social professional activities.

I.I. Khaleeva improved that the auditory base is one of the properties of improving oral speech, a way to accumulate the identified inexhaustible possibilities of the language system and ways of its speech implementation, and an important channel for downloading knowledge about the country of the language being studied [7, 11].

The most important part of oral communication is listening. When we listen, we engage our minds actively. There is a difference between listening and hearing. Listening is a conscious activity of the mind whereas hearing is an unconscious activity. Listening is neglected in our schools and colleges. This is one of the skills, which should be taken seriously. It is considered a significant part of one's communication skills. In order to understand any language, one has to be a keen listener. As soon as a child comes into this world he starts "listening". He develops listening skills in his mother tongue and on the basis of a listening model speech he develops patterns for speech production. Reading and writing come later in the hierarchy of developing language skills. The language teachers suggest the development of listening skills at an early stage.

Children can easily learn the actual pronunciation of English words which will enable them to involve in communication with better use of the target language.

Listening skills definition:

| Receiving | Focusing | Deciphering | Accepting | Storing |
|------------------------------|--------------------------------|--|---|---|
| Hearing and receiving sounds | Paying attention to the sounds | Decoding the words received and focused upon | Interpreting the message as intended by the speaker | Putting the accepted message in mind for future use |

Larry L. Baker reports in *Listening Behaviours* that 70-75% of a person's working day is spent in the communication of which:

45% is listening

30% is talking

16% is reading and

09% is writing

Purpose of Listening

Listening is an important activity of paying attention and trying to get meaning from something we hear. To listen successfully we need to be able to work out what speakers mean when they use particular words on particular occasions and not simply to understand words themselves.

According to Kathleen Gulvin, there are five main reasons for listening:

They are:

To engage in social rituals

To exchange information

To exert control

To share feelings.

To enjoy yourself.

Why Listening Skills are necessary?

Effective listening requires a conscious effort and a willing mind. Generally, there are four reasons.

To Gain New Information & Ideas

Most of the learning comes through listening. Effective listeners welcome new information and ideas. New ideas are received daily by oral medium. You get knowledge by listening to the lectures in class. Companies that listen effectively stay informed and up to date.

To Test Evidence

When a speaker talks, he actually presents the message based on facts and opinions. Good listeners test those facts and opinions and then question the speaker to know the truth. They try to uncover the speaker's point of view and credibility.

To Be Inspired

Sometimes people listen to get inspiration. By listening attentively, they get inspired and ready to take action.

To Improve Your Own Communication

Listening also improves your own communication. Role models are helpful to young people entering the business world. They can learn communication skills by hearing and observing the speeches of the role models.

Types of Listening

There are two types of listeners i.e. active listeners and passive listeners which formulate the following two terms:

- ✓ Active listening
- ✓ Passive Listening

Active Listening

Active listening is the process of understanding fully what the speaker has said both in content and in feeling. In active listening, you are both mentally and physically prepared.

Your body language indicates your interest in the message. The function and purpose of active listening are to check on the accuracy of understanding.

Three simple techniques that are useful in the process of active listening are as follows:

- Restate the speaker's meaning in your own words
- Express the understanding of the speaker's feelings.

Ask questions to ensure further understanding of the speaker's thoughts and feelings.

Passive Listening

Listening without talking and without directing the speaker in any non-verbal way is known as passive listening. In passive listening, you are physically present but mentally absent.

Sometimes you are not willing to receive an oral message but you are forced to do so. So you feel boredom and become a passive listener. As a result, you fail to recall the contents of the message.

What are the 8 barriers to listening?

1 – Prejudgment

Prejudgment is one of the most common problems to listening. It can be difficult to overcome because it is an automatic process. Listeners who jump to conclusions close their minds to additional information.

2 – External Distraction

Not only the verbal messages but also the non-verbal cues affect listening. Actually, the entire physical environment affects listening. Among the negative factors are noisy fans, poor or glaring lights, extreme weather, sloppy dressing, and so on.

3 – Prejudice

All of you have personal opinions, attitudes, or beliefs about certain things. When you like someone, you pay attention to him. If you have a certain prejudice against the speaker, you will not like to listen to the speaker.

4 – Self-Centeredness

Self-centeredness causes some people to take control of conversation rather than listen to what's being said. Self-centered listeners shift their attention from the speaker to themselves.

For example, if a speaker mentions a problem (perhaps a manager is trying to deal with the conflict between team members), self-centered listeners relate their own problems with the conflict.

5 – Selective Listening

Another problem is selective listening. When you listen selectively, you will listen to what is of your interest.

6 – Monotone

A monotone can readily put listeners to sleep or cause them to lose interest. They become bored and critical in such situations.

7 – Thinking Speed

The average thinking capacity of a person is up to 800 words per minute while the speaker utters 80 to 160 per minute. This difference sometimes makes listeners deviate from the speaker's words and they shift to something else.

8 – Semantic Barrier

The meaning of words also creates a problem in listening, as the meaning of words varies from person to person, influenced by feelings, attitudes, prejudices, and biases. Sometimes the way a speaker utters a word annoys us, thus our listening is impaired.

Local and foreign researchers distinguish between educational listening and listening as a type of speech activity (understanding of foreign speech by ear). Before considering the features of the formation of skills and abilities of perception and understanding of foreign speech by ear, it is necessary to define such concepts as understanding and perception of a speech message. In many works of foreign researchers, the perception and understanding of speech are considered a single process. So V.A. Artemov claims that a person perceives speech on the basis of their understanding and understands it on the basis of its perception [4, 83]. I.A. Zimnyaya delimits the procedural side of establishing semantic connections, which she calls comprehension, and its productive side, which she defines as understanding (misunderstanding). "The positive result of the comprehension process in the act of perceiving a speech message is understanding, while the negative result of this process indicates misunderstanding" [4, 83].

E.G. Azimov and A.N. Schukin believe that the process of perception of oral speech includes the perception of an oral speech message at the sensory level, the isolation of signal sounds in the composition of the word and its recognition at the perceptual level, the establishment of the meaning of the sentence and the entire message as a whole [1, 44].

It should be noted that in the course of the educational process, the formation and development of listening skills and abilities occurs in stages: from the formation of speech hearing, the ability to recognize various grammatical structures and lexical units to understand the content and the ability to evaluate the listened text. Comparing the skills and abilities of educational listening and understanding foreign speech by ear in a real speech situation, it must be emphasized that, in general, the formation of educational listening skills is a preparatory stage for the formation of communicative auditory skills. At this stage, the formation of the main mechanisms for the perception of foreign speech by ear, prognostic skills, and the ability to understand and evaluate the sounding foreign language text, which in turn are the skills necessary for communication, is taking place.

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