

Business Communication (3)



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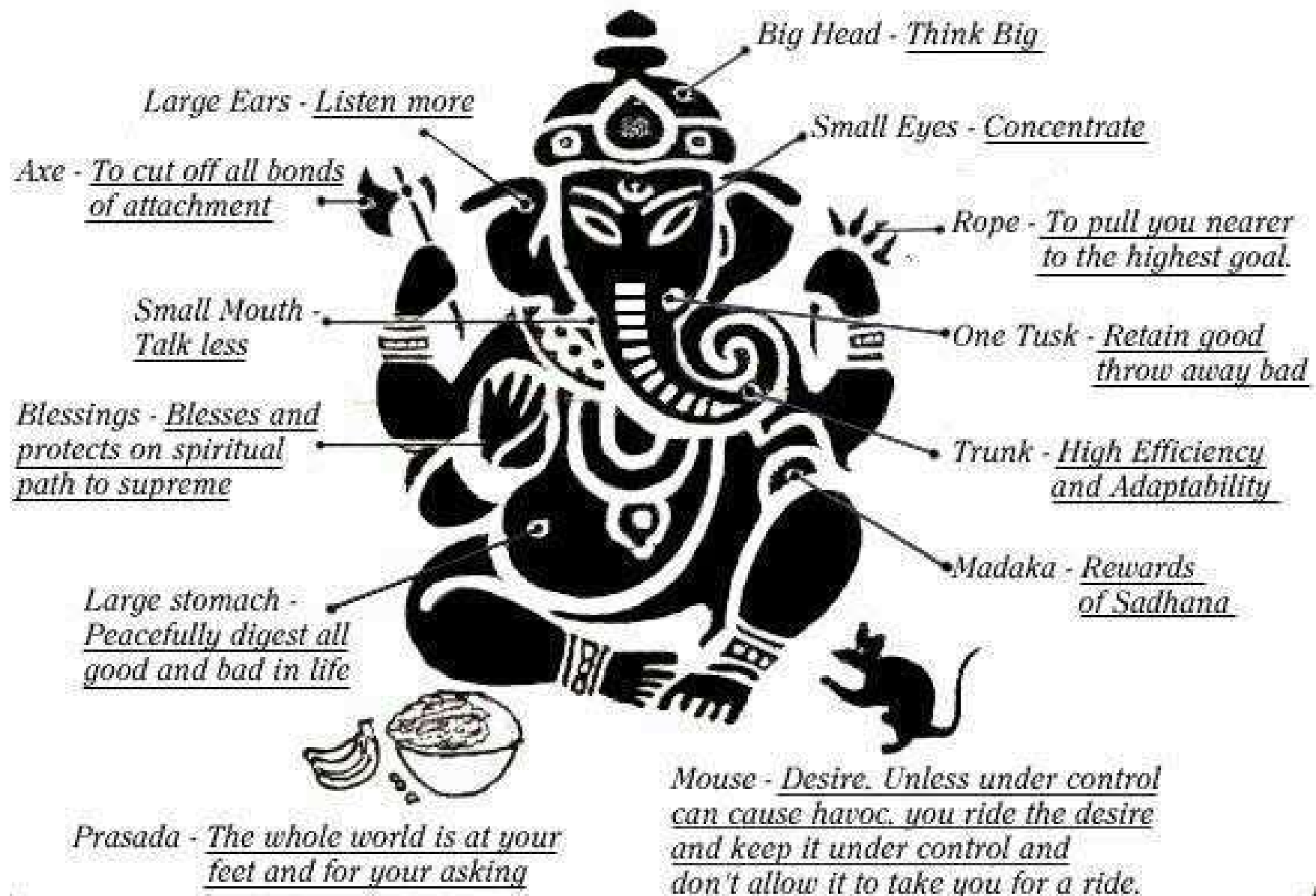
Listening

Conscious hearing is listening

Listening for understanding

- Exercise will power
- Realise that you are missing something important
- Listening to speaker is courtesy
- Do not be distracted by speaker's manner, dress etc.
- Concentrate on main ideas
- Control physical factors

Ganesha Symbolism



Empathic listening

It is some times called *non-critical* or *active* listening

Suggestions

- Realise that people are all individuals
- Try to see others point of view
- Encourage to express fully
- Paraphrase their concepts
- Only then you speak for yourself

Causes of poor listening

- Not concentrating
- Listening too hard
- Jumping to conclusion
- Focusing on Deliver and Personal appearance



LISTEN and SILENT
are spelt using the
SAME letters

Interacting in the group

The following types of interactions may be avoided :

1. Gabbers:

- They try to present all they know in the beginning.
- Try to dominate in discussion

2. Strayers:

- * They take the group off the track.
- * If you talk problem they talk solution.
- * No useful contribution

3. Silent ones:

They really contribute verbally

4. Intellectuals:

- They stress on rational procedures.
- They discount affection, anger and personal feelings.

5. Rivals:

- They divide the group and try to win.
- Become hostile.

6. Conformists:

No original contribution

7. Know it all:

- They say I know everything
- They are uncomfortable in group