

Listening (การฟัง)

Thidarat Suebyart



Hearing Vs. Listening

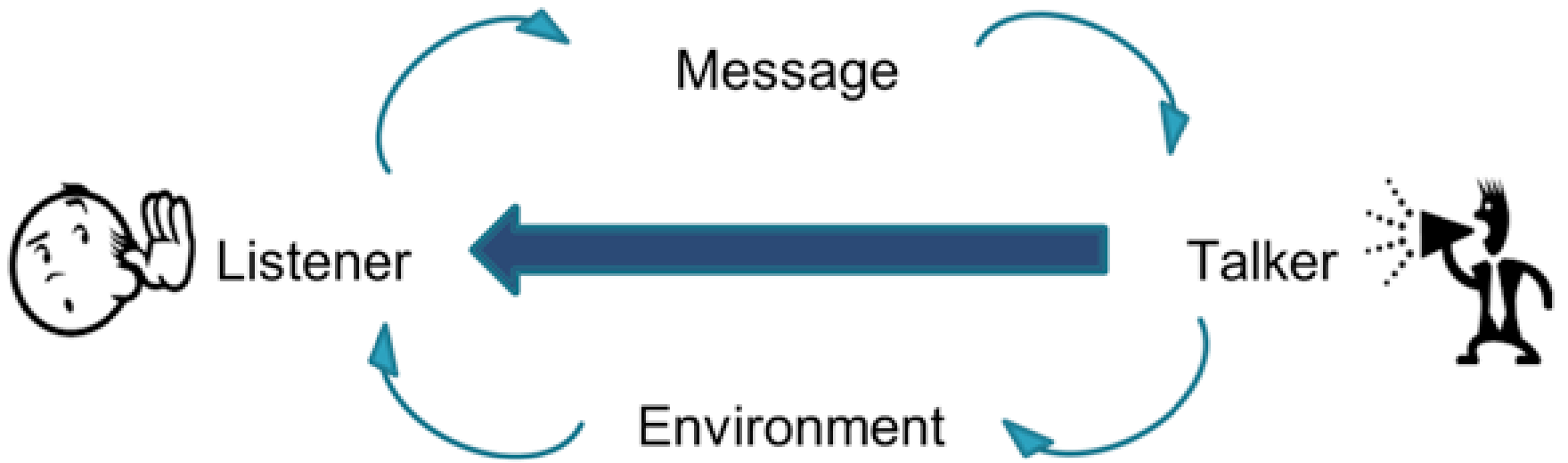
Hearing

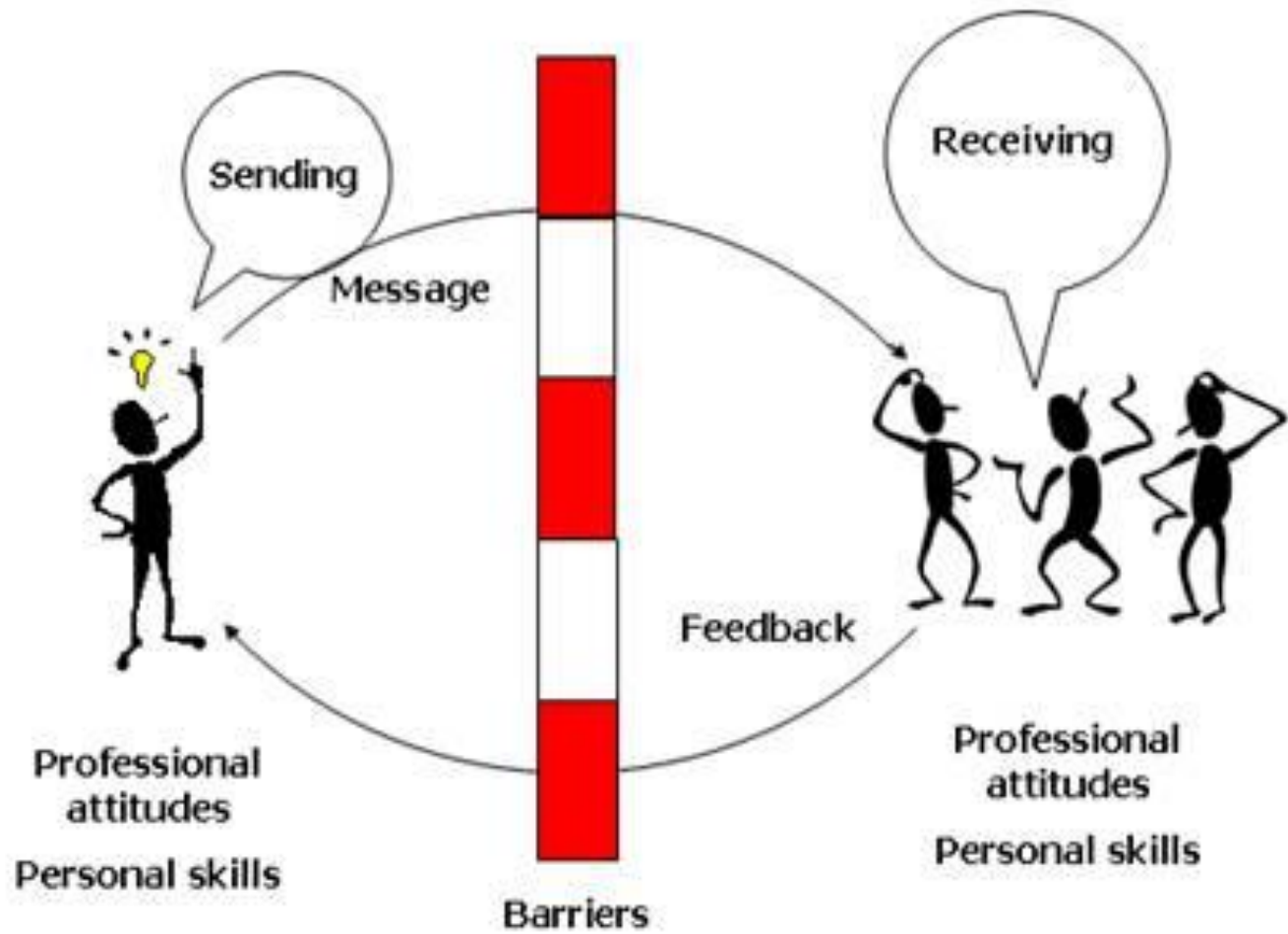
- Implies perceiving sounds
- Is a passive process
- Involves effortless activity

Listening

- Understanding information with involvement from mind and body
- Is an active process
- Requires conscious efforts, concentration and interest

Active Listening



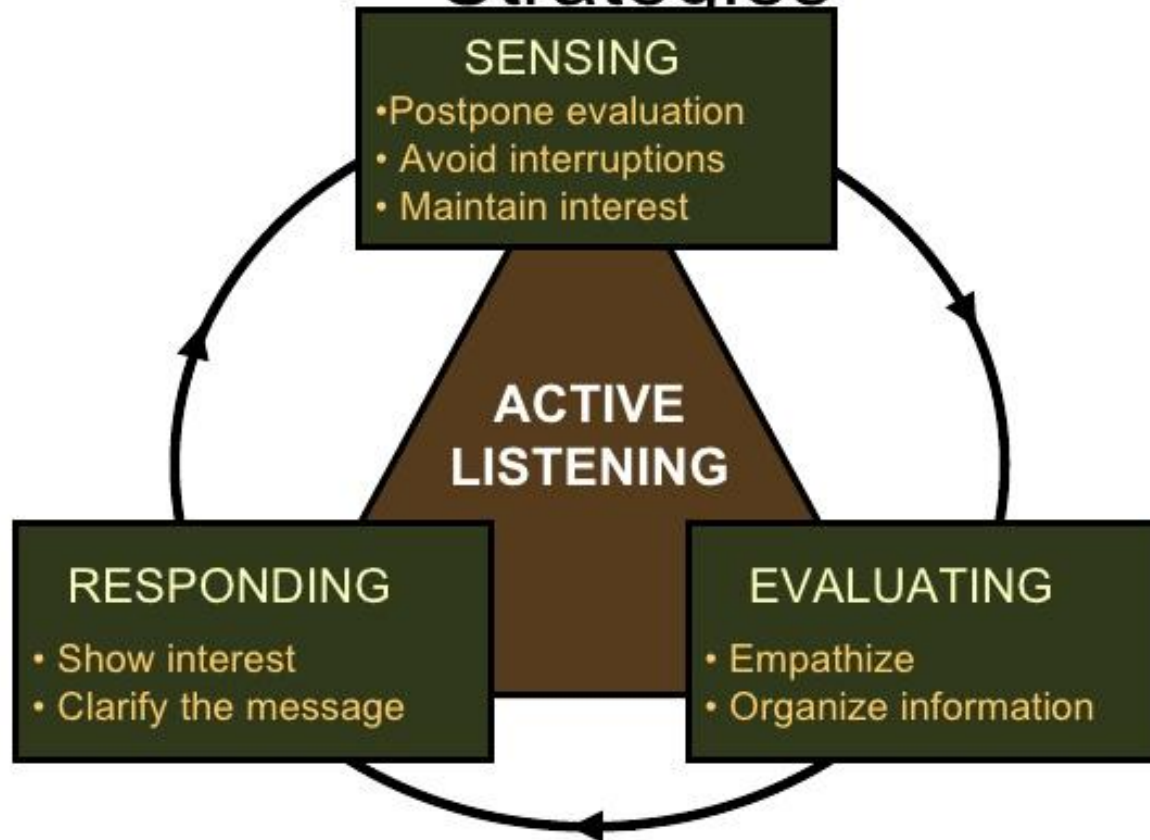


Listening

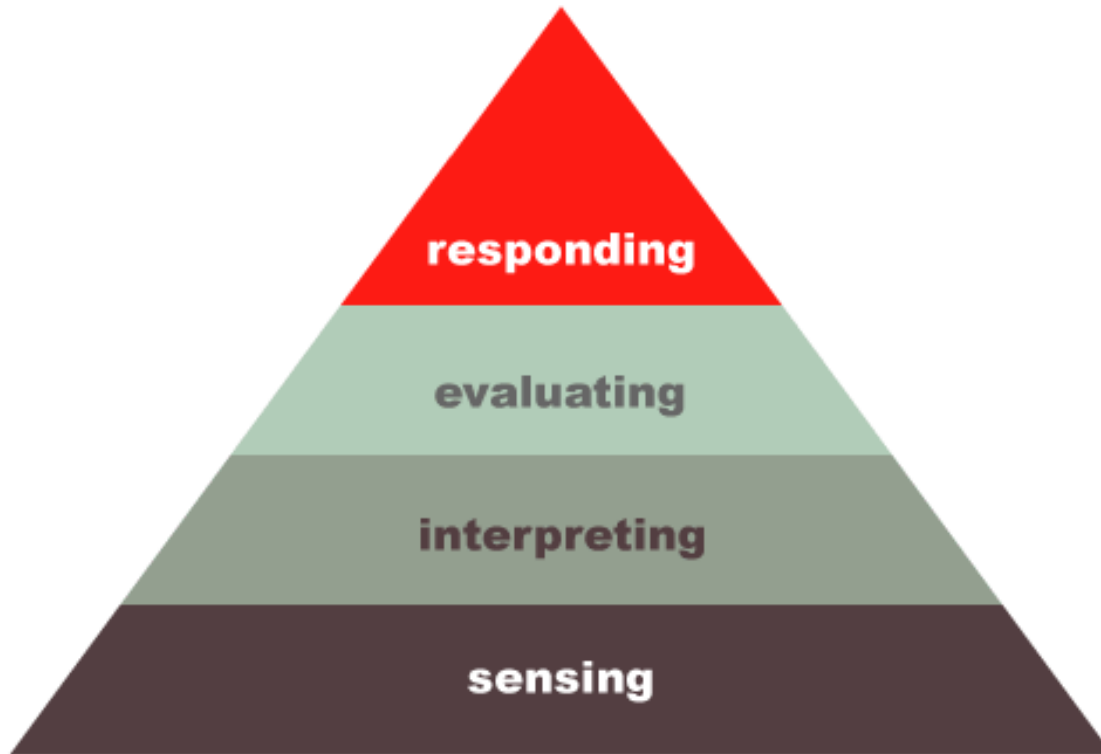
- Humans have two organs to listen and just one to speak, so Listening is two times more difficult than speaking.
- Listening is a step further than hearing, where after the brain receives the nerve impulses and deciphers it, it then sends feedback.
- Listening is process of becoming aware of the sound signals entered through ears and modified by nervous system.



Active Listening Process and Strategies



Listening



Listen

- L** = Look interested - get interested
- I** = Involve yourself by responding
- S** = Stay on target
- T** = Test your understanding
- E** = Evaluate the message
- N** = Neutralise your feelings

Listening

**Listening is
a positive act:
you have to put
yourself out to do it.**

David Hockney



Focus



Communication

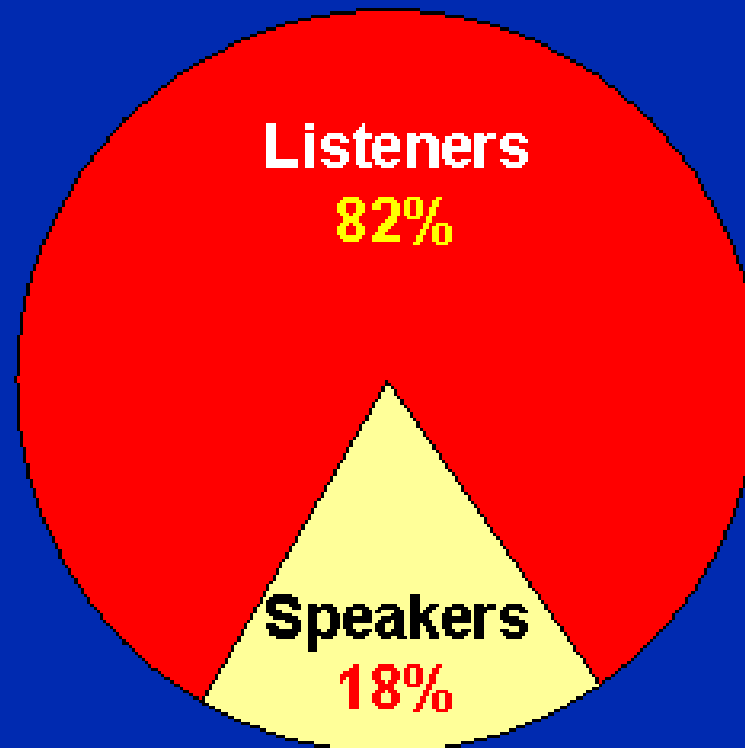


Ten3 global polls «Advise!»
Communication



I prefer to talk to
people who are
great:

82 % of people
prefer to talk to
great listeners,
not
great speakers



Problem

**The biggest
communication problem
is we do not listen to
understand.**

We listen to reply.

Reading and understanding

<http://www.bbc.co.uk/skillswise/topic/reading-and-understanding>

Chris's story - income protection insurance

- **Gloria Hunniford:** Chris loves the chauffeur business he spent the last 15 years building up. But, in 2009 all of that was threatened when he had to spend three months in hospital with internal bleeding, a blood clot on the lung and suspected cancer.
- **Chris:** This was the first time ever I'd not been able to work and to see my business financially damaged as well it was, erm, heart-breaking.

- **Gloria Hunniford:** But, Chris was relieved that he'd taken out income protection insurance, so that in a situation where he couldn't work he'd be covered for any financial losses. But, when he tried claiming on the policy, he was told by his insurer that it wasn't going to pay out. As far as they were concerned, despite being bed bound in hospital, Chris was able to work.
- **Chris:** Now, I've been wracking my brain for three years, and I still don't know a job I could've done from a hospital bed.
- **Gloria Hunniford:** On the basis that his doctors agreed that he was unable to work, Chris complained to the financial ombudsman service.
- **Chris:** The ombudsman finally ruled that they should pay out and with no right of appeal the insurer had no choice but to pay up.

<http://www.bbc.co.uk/skillswise/video/en07unde-v-chris-story-income-protection-insurance>

- **Gloria Hunniford:** Chris' claim was rejected because his policy didn't simply assess whether his ill health stopped him from doing his own work. It tested whether he was capable of doing any work, so his insurers wrote to say they'd considered whether he could do basic work tasks, such as: Walking - could he walk 200 metres on a surface without stopping or severe discomfort?
- Lifting - was he able to lift a kilogram from table height and carry it five metres?

- Using a pen, a pencil or indeed keyboard.
- Hearing - could he understand someone speaking in a normal voice?
- Speech - could he make himself understood in a quiet room?
- .

- And vision - was he able to read 16 point print using spectacles or other aids?
- His insurer concluded that he was able to do two of these tasks while he was in hospital, so he could work.
- **Chris:** As one expert said to me, medical expert 'you'd have to be in a coma or dead to get a pay-out'. Which the likelihood of you being in a coma are very low