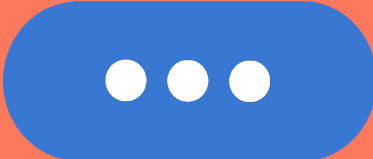




# LISTENING AND RESPONDING

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# THE IMPORTANCE OF LISTENING

1. PROFESSIONAL BENEFIT

2. PERSONAL BENEFIT

to learn, to relate, to influence, to play, to help





COMMUNICATION TIME

## LISTENING DEFINED

**Listening** is a complex process of selecting, attending to, creating meaning from, remembering, and responding to verbal and nonverbal messages

## HEARING DEFINED

**Hearing** is the physiological process of decoding sounds.



# STAGE OF LISTENING

- SELECTING
- ATTENDING
- UNDERSTANDING
- REMEMBERING
- RESPONDING



# LISTENING STYLE

- Relational listening style
- Analytical listening style
  - Critical listening style
- Task-oriented listening style





**APAKAH MENDENGARKAN ITU  
MUDAH?**





# **APA SAJA HAMBATAN DALAM MENDENGARKAN?**





# Listening Barrier

- **Self- Absorption**
- **Unchecked Emotion**
- **Criticism of the speaker**
- **Differing speech and thought rate**
- **Information overload**
- **External noise**
- **Listener apprehension**



# Listening Barrier

## Listening Barrier

Self-Absorption

Unchecked Emotions

Criticism of the Speaker

Differing Speech and Thought Rate

Information Overload

External Noise

Listener Apprehension

## To Overcome the Barrier

Consciously become aware of the self-focus and shift attention.

Use self-talk to manage emotions.

Focus on the message, not the messenger.

Use the time difference between speech rate and thought rate to mentally summarize the message.

Realize when you or your partner is tired or distracted and not ready to listen.

Take charge of the listening environment by eliminating distractions.

Concentrate on the message as you mentally summarize what you hear.

# KEBIASAAN BURUK DALAM MENDENGARKAN

- SELEKTIF  
MENDENGARKAN
- TALKHOLISM
- PSUDEOLISTENING
- MENGISI  
KEKOSONGAN
- MENDENGARKAN  
UNTUK PEMBELAAN
- MENJEBAK





# HOW TO IMPROVE YOUR LISTENING SKILL?



# HOW TO IMPROVE YOUR LISTENING SKILL?

- STOP
- LOOK
- LISTEN



# IMPROVE EMPHATIC LISTENING

- Imagine What Your Partner Is Thinking.
- Imagine What Your Partner Is Feeling.



# IMPROVE RESPONDING SKILL

- Ask Appropriate Questions
- Accurately Paraphrase.
- Provide Well-Timed Responses.
- Provide Usable Information.
- Appropriately Adapt Your Responses.



# EMPATHIC RESPONDING SKILL

- Don't Interrupt.
- Paraphrase Emotions.
- Provide Helpful Social Support.



# How to provide confirming responses

- Direct Acknowledgment.
- Agreement About Judgments
- Supportive Response.
- Clarifying Response.
- Expression of Positive Feeling.
- Compliment.





**KETIKA PACAR KAMU BILANG  
"AKU NGERASA CAPEK SAMA  
HUBUNGAN INI"**

BAGAIMANA RESPON KAMU?





**KETIKA MAMA KAMU BILANG  
"KENAPA NAK, AKHIR-AKHIR INI  
KO PULANG MALAM TERUS?"**

BAGAIMANA RESPON KAMU?

