



Listening Effectively

By John A. Kline



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Listening Effectively takes a “how to” approach to the listening process. Everyone can be a better listener. This book provides information to help in a logical and practical way. To lay the groundwork for the rest of the book, the first chapter presents the need for better listening. This discussion covers, among other things, the fact that few people have ever received any formal training in effective listening. Some real-life examples of the need for better listening are given. The second chapter focuses on things we think are true about listening, but are not; that is, common fallacies about listening. Those who know these fallacies can probably use a refresher. And those who haven’t been exposed to them before should benefit greatly, though some may find it difficult to release erroneous beliefs. The third chapter discusses the listening process, from receiving sound waves to taking action on remembered instructions. Five steps of the process are explained: receiving, attending, understanding, responding, and remembering. Examples are provided to aid each step of the process. The fourth chapter discusses the five types of listening—informative, relationship, appreciative, critical, and discriminative. Emphasis is given on how to adjust to each listening situation. The last chapter presents guidelines for effective listening. This discussion covers what we think, how we feel, and what we do about listening. Effective listening has a great deal to do with all of those. I hope this book will help everyone who reads it to become a better listener.

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