

Listening skill: Listening is a very important skill. No communication process is complete without

listening. Listening is quite similar to reading, as it involves the reception and decoding of verbal messages from another person. Listening is an essential management and leadership skill. Active listening can be learnt & developed. We can define listening as follows: "Listening is a process of receiving, interpreting, and reacting to a message received from the speaker."

Common myths about listening:

- (1) I do not have to concentrate: listening comes naturally.
- (2) I am a good listener because I always get the facts and figures straight.
- (3) You should not interrupt when someone is speaking.
- you must be an inquisitive listener.

Types of listening:

(1) Appreciative listening: Appreciative listening is listening for deriving aesthetic pleasure, as we do when we listen to a comedian, musician or entertainer.

(2) Empathetic listening: Empathy is very important in communication, particularly in listening. A good example of empathetic listening is that practiced by nurses. So much so that it gives healing touch to the patient.

This can be done through phrases like; 'I can understand what you have gone through'. It gives moral support. Do

3- Comprehensive listening: This type of listening is needed in the classroom when students have to listen to the lecturer to understand & comprehend the message. Similarly, when someone is giving you directions to find the location of a place, comprehensive listening is required to receive & interpret the message. Be

4- Critical listening: Also known as evaluative, judgemental or interpretive listening, critical listening involves analysing, evaluating and judging what is being said. In such cases we try to evaluate the tone, the non-verbal signals, and the underlying meaning of the words. We also tend to get judgemental about the contents of their speech. For example, listening to a salesperson before making a purchase or listening to politicians making their election campaign speech involves critical thinking.

5- Superficial listening: This can be compared to hearing. This happens, when one is forced to attend a guest lecture on an area that is not of one's interest.

Dos

- 1- Be mentally prepared to listen
- 2- Evaluate the speech, not the speaker
- 3- Be unbiased towards the speaker by depersonalizing your feelings
- 4- Be open minded
- 5- Ask questions to clarify & confirm thoughts
- 6- Send appropriate non-verbal signals from time to time

Don'ts.

- 1- Pay undue emphasis to the vocabulary.
- 2- Pay too much attention to the accessories and clothing of the speaker.
- 3- Prepare your responses while the speaker is speaking.
- 4- Get distracted by outside influences.
- 5- Concentrate too hard.
- 6- Show boredom even to an uninteresting speaker.

Reasoning for poor listening:

- 1- listening training is unavailable
- 2- we are inefficient listeners
- 3- listening vs hearing.
- 4- Interrupting -
- 5- listening only for facts -

Reading Skill: Reading skill encompasses a variety of skills that can permeate all aspects of life. Having strong reading abilities can enable you to interpret & find meaning in everything you read.

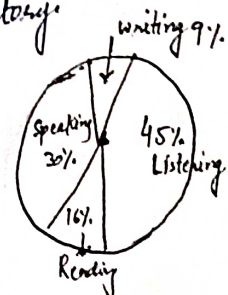
Meaning & Importance of reading:

- 1- Decode, decipher & identify the words in print.
- 2- Articulate, speak & pronounce the words in print.
- 3- Understand, interpret & sense the meaning of the words / text in the print.

- silent / loud Reading - Based upon purpose.
- Reading a comprehension - Ability to understand what you read. Decoding, Fluency, vocabulary, inference, Retention are measured in a comprehension.

Reading Techniques:

- 1- Skimming: reading to get at the gist of the text.
Ex- Railway station book stall.
 - 2- Scanning: Reading to look for specific piece of information.
ex- Dictionary, Telephone directory.
 - 3- Extensive: → Reading for pleasure.
 - 4- Intensive: - Reading for detail.
- Reading maketh a full man; conference a ready man; and writing an exact man. - F. Bacon.



How to Improve Reading Skill:

- 1- set Aside time to read each day: - you can ^{own & H} ^{find e} 10-15 minutes in reading news articles, fiction, his magazine, or as long as you can.
- 2- set Reading goal: you can set reading goals for yourself to help you develop a wider vocabulary.
- 3- Determine the purpose: knowing your purpose for reading a text can help you look for key ideas & details that support your purpose.
- 4- Apply key reading strategies: you may determine key elements of diff. texts like central theme, comparative ideas, critical thinking.
- 5- Take notes while you read: create visual image, draw image, table, diagram for long retention.
- 6- Apply what you read by summarizing: Summarizing forces you to remember specific details & central topics about what you read in your own words & through your own unique perspective.