



Ques Listening is the ability to accurately receive & understand messages in the communication process.

- It is the key to all effective communication, without the ability to listen attentively messages are misunderstood, communication breaks down & the sender of message can become frustrated.
- It is the process of receiving & interpreting the spoken word.
- It begins with physical hearing of message & taking note of it.
- Sensing is the 1st step of the listening process.

Listening

Hearing

① voluntary

Involuntary

② Requires conscious efforts

Happens automatically

Active process

Passive process.

Listeners play a very active part.

Listener play a passive part.

A two-way interactive process

A one-way process