

An illustration of a woman with dark curly hair, wearing a red dress, standing on a stage and presenting to an audience. She is gesturing with her right hand. Behind her is a large screen displaying a line graph with two data series: a teal one on top and an orange one on the bottom. Both series show a similar pattern of peaks and valleys. In the foreground, the backs of several audience members are visible as they sit in rows of dark blue chairs. The audience members have various hair colors (red, black, brown) and are wearing blue or green shirts. The background is a light blue wall with white cloud-like shapes.

HOW TO BE AN EFFECTIVE LISTENER?

PSY 256- ACADEMIC WRITING AND PRESENTATION

How to be an effective listener?

<https://www.youtube.com/watch?v=i3ku5nx4tMU>

Benefits of Effective Listening

- **In the Classroom**

- making better grades
- appreciating communication skills in action
- creating a supportive classroom environment

- **In the Workplace**

- avoiding misunderstandings
- improved performance
- enhanced chances for advancement

Barriers to Effective Listening

- Noise
- Inattention
- Bad listening habits
- Emotional reactions- stress, anxiety?
- Bias
- **What about information overload??**

Overcoming Noise Barriers

- **HOW??**
- Ask for clarification!
 - Don't hesitate to say, *"Can you repeat that?"* or *"I couldn't hear you clearly—can you say it again?"*
 - Paraphrasing can help confirm understanding: *"So what you're saying is..."*
- Reduce distance between speaker and listener
- Feedback that cues the speaker to speak up
- Closing doors and windows

Coping with Inattention

- **KENDİ ODAĞINIZ!!**
- Focus on and paraphrase the message
- Avoid “drifting off” due to chance associations with words – Birşeyi çağrıştırması??
- Consciously minimize distracting personal concerns

Combating Poor Listening Skills

- Do not feign attention
- Do not expect to be entertained
- Do not try to multi-task
- Critique the speaker's message and delivery
- Provide quality feedback
- Resist undue influence of trigger words
- Know and minimize the influence of your biases
- Turn off your cell phone!

Distinguishing Facts, Inferences, and Opinions

- **Facts**
 - verifiable by independent sources and observation
- **Inferences**
 - assumptions drawn from information
- **Opinions**
 - involve personal judgments

Source Credibility

- **Are Sources of Information Documented?**
 - especially with important or controversial claims
- **Are Sources of Information Reliable?**
 - relevant training or expertise
 - corroborated by other reliable sources
- **Are Sources of Information Trustworthy?**
 - likelihood of bias or ulterior motive

Critical Red Flags

- Lack of sufficient evidence
- Lack of quality sources of information
- Inferences and opinions advanced as facts
- Vague or incomprehensible language use
- Inconsistency with what you already know
- Failure to acknowledge opposing views
- Claims to exclusive knowledge
- Outlandish promises or guarantees

Guidelines for Ethical Listening

- Give speakers your undivided attention
- Set aside biases to new ideas and information
- Provide responsive and honest feedback
- Consider the impact of messages on others
- Listen to others as you would have them listen to you

Evaluating Speech Structure

- Does the introduction arouse interest and preview the message?
- Are main ideas clear and easy to follow?
- Do transitions effectively connect the main points and parts of the speech?
- Does the conclusion reinforce the message and provide a sense of closure?

Evaluating the Presentation

- Is the speech presented extemporaneously? – *doğaçlama!!*
- Does the speaker's style come across as natural and conversational?
- Does the speaker maintain eye contact and audience interaction?
- Does the speaker speak loud enough and at an appropriate rate?
- Are presentation aids used effectively?

Providing Oral Critiques

- Be supportive and constructive
- Begin with something positive
- Be specific and tactful with criticisms
- Provide suggestions for improvement
- End with something positive
- Analyze the speech rather than criticizing the speaker

Any Questions???