

PRINCIPLES OF PUBLIC SPEAKING

CHAPTER 3: CRITICAL LISTENING

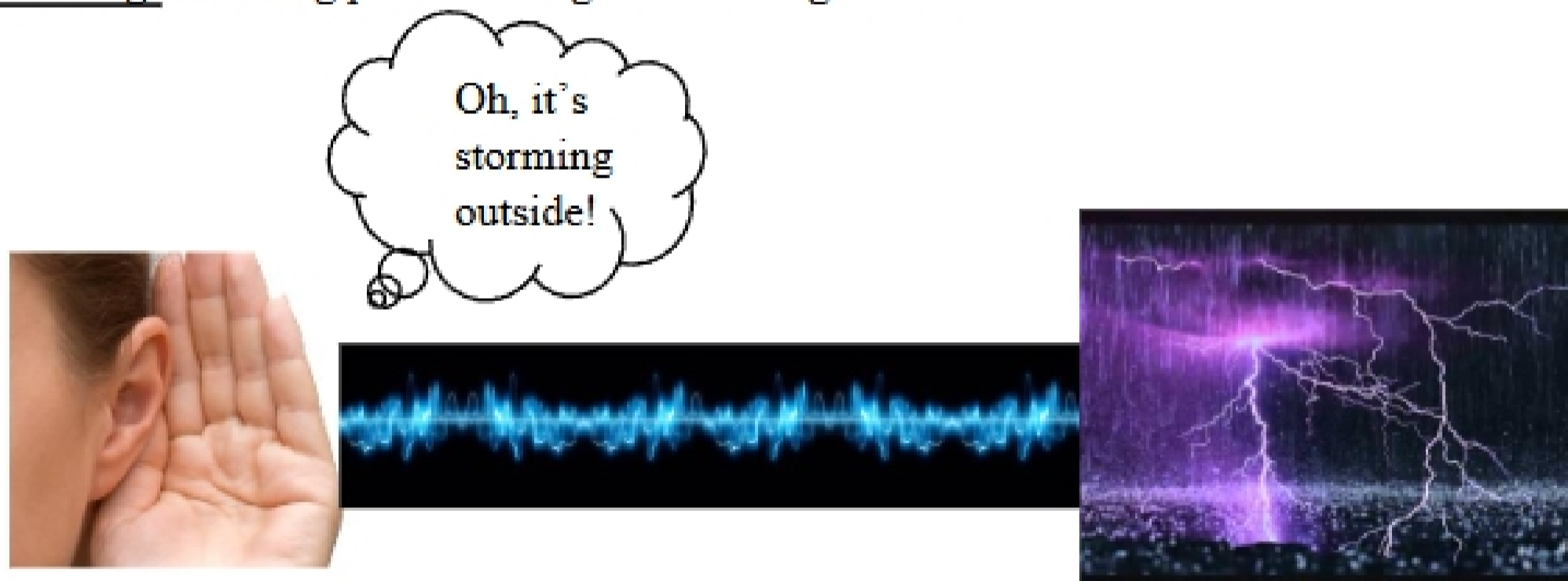
- **Critical Thinking:** Process of looking at the content and logic of messages to determine their credibility and rationality.

HEARING AND LISTENING

- **Hearing:** Physiological process of receiving sound waves.



- **Listening:** Thinking process that gives meaning to sound.

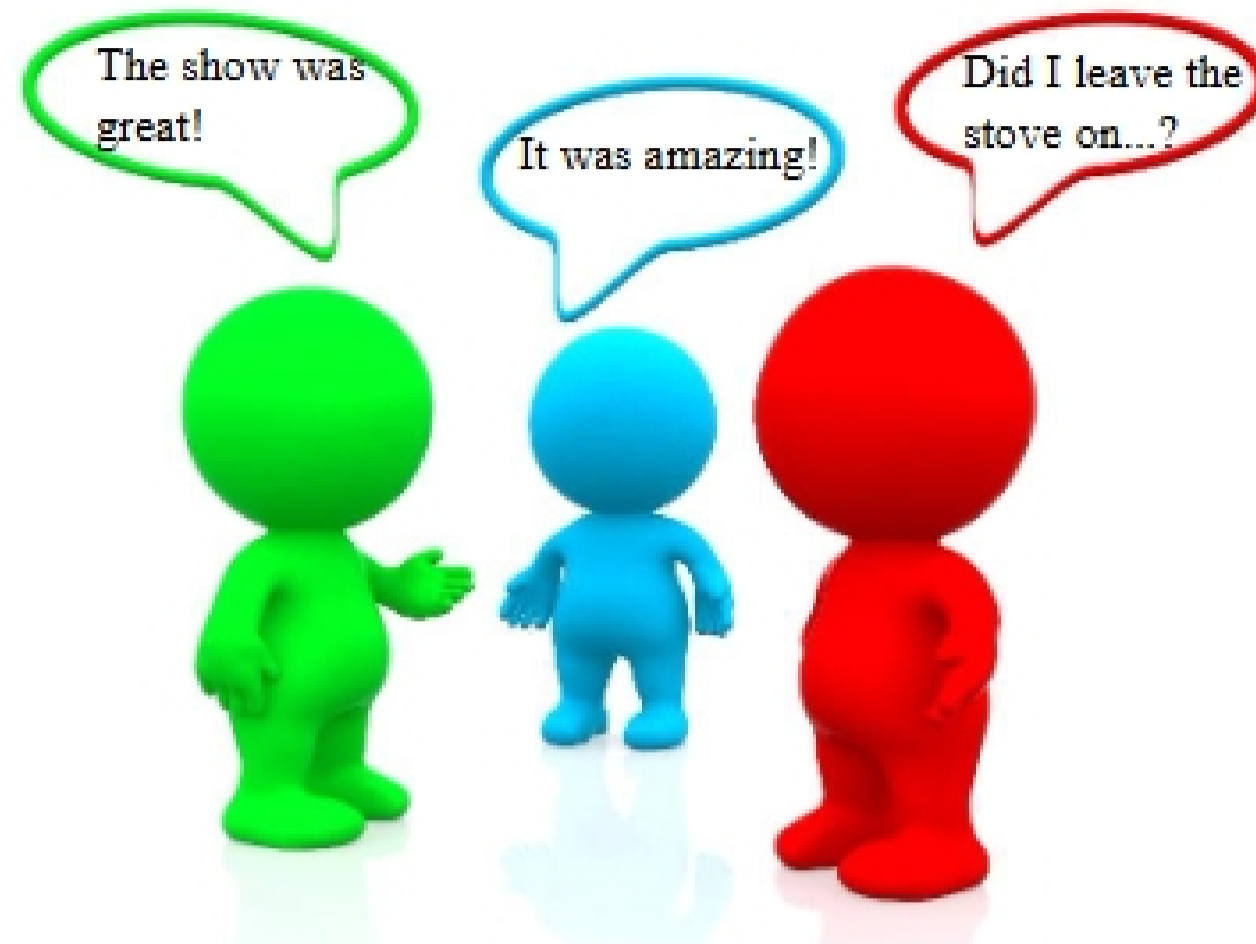


GOOD LISTENING

1. **Passive Listening:** Attention changes, causing us to tune in or out. Important information is missed.



2. **Drifting Thoughts:** Thinking one thing while hearing something else.



- **Internal Perceptual Field:** World of your own thoughts

3. **Physical Distractions:** Physical things outside your thoughts that catch your attention.

- **External Perceptual Field:** Tapping, someone walking into the room, other people talking, etc.

4. **Trigger Words:** Memories or past events that bring strong emotions into the speech setting.

LOVE



5. **Self-Fulfilling Prophecies:** Preset ideas can block good listening.

LISTENING TECHNIQUES

1. Determine Your Purpose for Listening

2. Develop Techniques to Comprehend Messages:

- Five kinds of listening:
 - **Appreciative**: using on something else other than the verbal content of the message.
 - **Discriminative**: Need listeners to make conclusions from the way the message was presented rather than the message itself.
 - **Empathic**: (Therapeutic) Provide emotional support from the speaker
 - **Comprehension**: When I want to gain more info or insights from the speaker (ideas, structure, supporting materials)
 - **Critical Listening**: Most difficult kind of listening because I need to both interpret and evaluate the message.

*In Comprehension, ask yourself this:

- What are the main ideas of the speech?
- How are the main ideas arranged?
- What kinds of materials support the main ideas?

3. Design Question that Help Evaluate Speeches

DEVELOPING SKILLS FOR CRITICAL LISTENING

1. Practice critiquing speeches of classmates
2. Listen carefully to other classes
3. Listen carefully to speakers outside of class
4. Examine supporting materials, arguments, and language

EXTRA NOTES

WEBSITE ADDRESSES

- .net: Net Infrastructure
- .com: Commercial
- .org: Non-profit Organization
- .gov: Government
- .mil: Military
- .edu: Education/Colleges/Universities