

# Critical Listening and Evaluation

ECE 3940

This Presentation Originated by Trine Kvidal

# Preview

- Listening – some myths
- Ways of listening
- Listening critically
- Critical questioning
- Feedback responses

# Myths about listening

- Listening is connected to intelligence
- Listening cannot be learned
- Listening is the same as hearing
- Listening is automatic
- Listening means agreeing

# Listening

- Listening is an ongoing process
- Most of us think we are better listeners than we really are
- Cost of poor listening is high
- Listening is hearing and interpretation (perception + response)

# Listening: A formula?

- Listening (a) is greater than hearing (b)
- Hearing (b) plus interpreting (c) equals listening (a)
- Perception (d) plus response (e) equals interpreting (c)
- Can you write a formula for listening?

# Listening - different ways

- **Appreciatively**
  - Plays, Music, Entertainment
- **Empathically**
  - Offer support and sympathy
- **Evaluatively**
  - Debate, Argumentation
- **Critically**
  - Understanding, Comprehension

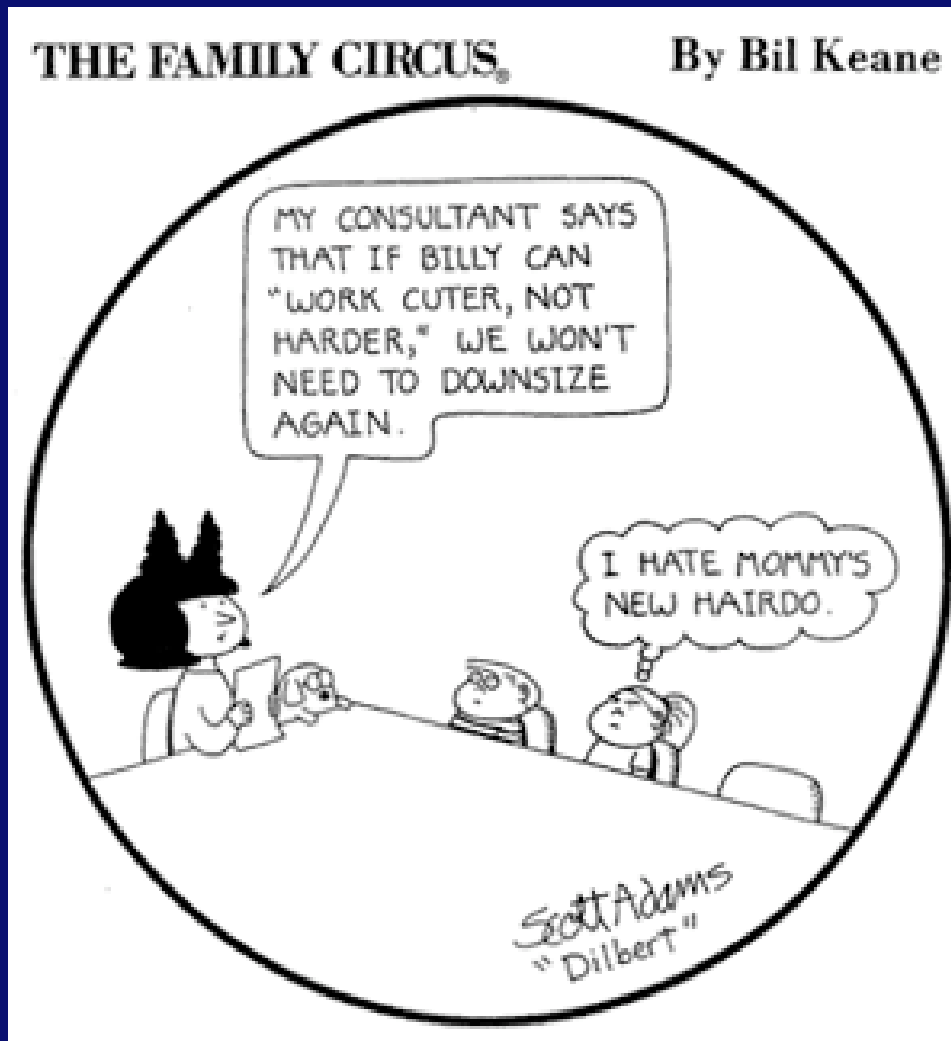
# Listening - Challenges

- Attention problems
  - Fast thinking
  - Overload
  - Entertainment factor
  - Pseudo-listening
- Inference-making problems
  - Snap judgments and silent arguing
  - Attributional errors and undue attention

# Undue attention?

THE FAMILY CIRCUS,

By Bil Keane





# How to Overcome Challenges?

- Too Much Information?
- Boredom?
- Distractions?
- Prejudice?
- Undue Attention?

# How to listen critically

- Be quiet
- Be focused
- Listen for concepts and ideas
  - What are the main points
  - What is NOT said
- Organize what you hear
  - Make connections
  - Listen for patterns, transitions
- Evaluate
  - Evaluate evidence carefully

# Organizing your Thoughts

- Be an active note taker
  - Mental notes vs Written
  - Use shorthand when possible
- Notes should reflect purpose
  - Critiquing style? Content? Structure?
- Take time to review your notes before offering feedback

# Critical questioning

- Request clarification
- Use open-ended questions
- Ask for developments and extensions
- Address ethical issues and values
- Be tactful!

# Feedback responses and evaluation

- Be specific and clear
- Support comments with evidence
- Separate the issues from the individuals
- Deliver negative messages diplomatically
- Be honest

# Feedback responses and evaluation cont.

- Sandwich negative messages between positive ones
- Offer solutions to problems, but leave them as suggestions
- Don't monopolize the time
- Use proper manner of delivery

# Summary

- Listening is an ongoing and active process
- Listening is challenged by attention and inference-making problems
- Critical listening demands focus, organization and evaluation
- Use critical questions to increase understanding
- Use good timing and proper manners for evaluation and feedback