

Listening Styles

According to Steven McCornack (2013), people listen in order to **comprehend** incoming information so they can recall it later, **discern** different sounds that identify moods or stress levels in the speaker, **analyze** the validity of the message, **appreciate** the sounds of language, and to **support** the speaker by suspending judgement in order to express empathy.



In order to be an **effective listener**, it's important to understand the different listening types that exist. Once these are mastered, unwanted confrontation, misinformation and misunderstanding can be easily avoided.

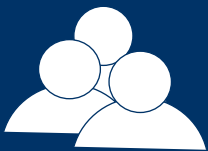


Action Oriented

These listeners want brief and to-the-point information that can be used to make decisions.

Time Oriented

These listeners value brief and concise conversations that do not exceed allotted time for said communication.



People Oriented

These listeners are concerned with making meaningful connections through conversation and are usually highly extroverted.

Content Oriented

These listeners value the meat of the conversation and like to be intellectually challenged.



Ineffective Listening Techniques to Avoid

Selective Listening - taking in only bits and pieces of information that the listener finds valuable in the message

Eavesdropping - intentionally and strategically listening to private conversations to seek out information

Pseudo Listening - pretending to listen through careful use of non-verbal communication and lack of attention

Aggressive Listening - listening with the sole intent of attacking, provoking or annoying the speaker



*Content was collected and designed by Laura Forero (Xavier, '17) on March 28, 2017
For more information see Listening chapter in Reflect and Relate by Steven McCornack
Source: McCornack, S. (2013). Reflect and Relate. Boston, Massachusetts: Bedford/St. Martin's; 3 edition*