A summary of listening and speaking skills

We use speaking for:
explaining    discussing    persuading
asking questions    giving reports    sharing
answering questions    giving instructions    exploring ideas
telling stories    arguing    reflecting
describing events

To be successful speakers we need to:
• know procedures i.e. introductions, phone calls
• demonstrate social conventions i.e. look at speaker, wait for turn to speak, accept and encourage others
• speak confidently
• be aware of our audience
• use correct tone and style
• use volume appropriate to the situation
• use facial expressions and gestures
• be able to speak to large or small groups

We use the following types of listening:
• appreciative—for enjoyment and relaxation
• purposeful—for accuracy, attending to one person or sound
• discriminative—for gaining specific information
• analytical—for gaining specific information and giving a response
• marginal—listening when there are distractions in the background

To be successful listeners we need to:
• value listening—prevent interruptions when others are listening
• attend to the speaker
• try to eliminate distractions
• engage in conversation (practising listening and speaking)