

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)