**Chapter 3: Listening**

**Video and Multimedia**

**LO 3.1.** Explain the differences between hearing and listening

**Video 1:** [How to Listen Better: The Process of Hearing](https://www.youtube.com/watch?v=kG6_44BQcN4&list=PLDGZKv3724mYI91TMLPPtTaj6wnIVhI0h)

**Description:** This teaching video describes the differences between listening and hearing.

**Audio 1:** [How Do We Listen When We're Unable to Hear?](https://www.npr.org/2015/06/05/411730683/how-do-we-listen-when-we-re-unable-to-hear)

**Description:** An audio that introduces the listeners to a musician who is mostly deaf and yet is a world-renowned percussionist

**Web 2:** [The Difference Between Hearing and Listening Skills](http://www.livestrong.com/article/83661-difference-between-hearing-listening/)

**Description:** The article identifies differences between hearing and listening and describes how listening goes far beyond the natural hearing process.

**LO 3.2.** Discuss the barriers to listening and how to avoid them

**Audio 2:** [Close Listening: How Sound Reveals the Invisible](https://www.npr.org/sections/health-shots/2015/07/30/425395825/close-listening-how-sound-reveals-the-invisible)

**Description:** An interviewer seeks to show how sounds and the recognition of the meaning of the sounds can be at times hard to detect.

**Web 2:** [Empathic Approach: Listening First Aid](http://nature.berkeley.edu/ucce50/ag-labor/7article/listening_skills.htm)

**Description:** The article shares how the role of the listener is to emotionally prepare to listen.

**LO 3.3.** Describe strategies for developing and sustaining professional excellence using active listening skills

**Video 2:** [Active Listening: How to be a Great Listener](https://www.youtube.com/watch?v=z_-rNd7h6z8)

**Description:** This video challenges viewers to practice solid active listening skills.

**Audio 3:** [How Can Listening Transform an Entire Community?](https://www.npr.org/2015/06/05/411731987/how-can-listening-change-an-entire-community)

**Description:** An audio news story discussing how real listening can mean that we have to redefine our sense of community to develop a sense of empathy

**Web 3:** [Listening Skills Test](http://www.practical-management-skills.com/listening-skills-test.html)

**Description:** This article is a short test to help the reader analyze his or her listening skills.

**LO 3.4.** Define the six-step process of listening

**Audio 4:** [How Can We All Listen Better](https://www.npr.org/2014/03/07/283464243/how-can-we-all-listen-better)

**Description:** An audio interview where people are challenged to listen consciously

**Web 4:** [Listen Like a Lawyer](http://listenlikealawyer.com/2013/07/17/a-model-of-listening/)

**Description:** This blog article provides a brief overview of the HURIER listening model.