



Assorted Cookies

Vol. XIX Issue-I, March 2022

Listening is the ability to accurately receive and interpret messages in the communication process. Listening is key to all effective communication, without the ability to listen effectively messages are easily misunderstood. Listening is one of the most important skills you can have. An active process of getting information, ideas. “Listening is the process of receiving, constructing meaning from, and responding to spoken”.

Listening is not just about being quiet while someone else is speaking. Listening is with the Mind, hearing with the senses. Listening is conscious, to improve our interpersonal & oral exchange. Just Listening to words is not enough; a good Listener has to pay attention to the non-verbal communication of the speaker.



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How to master the art of listening?

The skill of listening – Communication is like throwing and catching a ball, you need to be alert to receive information through reading and listening in the same way you need to be alert to receive a pass on a football pitch. Both requires focus & skill. It’s also a misconception that as we grow up, we shift from listening and taking orders to speaking and giving them to others. But, as our leaders says that asking questions and listening are the key to them doing their job well, so it is important.

Here are three tips to improve your listening skills and set you on the path to mastery.

1. Avoid common blocks to listening
2. Don’t rehearse what you’re going to say
3. Actively engage with what you’re listening to

Importance of listening in communication

The bitter truth is that “A deaf person is always dumb”. This sentence shows importance of listening in life. Now a day’s Scientists has proved, that around 14 weeks in the mother’s womb, a baby can start to hear voice and then baby starts communicating with mother. This has cleared that listening is first and important step in communication. Further In Hinduism there is a concept of “Navvidha Bhakti” nine genre of devotion in that “Shrawan” Listening is the first devotion and second is “Kirtan” means that listening come first then speaking, as well as God of knowledge “Maha Ganpati” The symbolic elephant having big ear that also shows the importance of listening in communication and for knowledge also.

A good listener or a good leader does not need to speak more because he has delivered his decision in minimum words. Simon Sinek told that “Listening is more than the act of hearing. It’s creating an environment in which the other person FEELS heard ...”. At the end “Listening is harder than it looks – but it’s the difference between business success and failure.” - Bernard T. Ferrari “Power Listening”.



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How becoming a better listener will benefit your career?

Listening is a soft skill that allows people to understand the information others convey to them. It's a skill that an individual can acquire and improve upon over the course of their lifetime. Good listening skills are imperative to succeeding at work. They allow you to successfully carry out your job duties, get along with your boss and co-workers and serve your costumers and clients. It involves paying attention to the conversation, not interrupting, and taking the time to understand what the speaker is discussing and it will make a great impression.

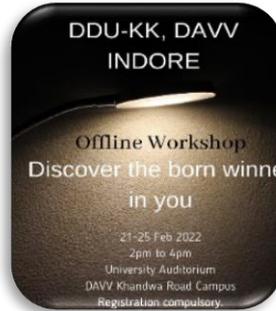
We have discussed on how a good listening can help improve our career but in doing so what do we need to do? And how to become a better listener? So starting with the most important thing and that is



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1. Always maintain eye contact – it forces you to pay attention and also signals to the speaker that you are focused.
2. Avoid interrupting – listen carefully to the speaker, ask for clarification if necessary and wait until the speaker has finished talking to respond.
3. Nod your head – this indicates to the speaker that you are taking in the information he or she is conveying.
4. Lean toward the speaker – This signal to the other person that you are engaged in the conversation.
5. Repeat instructions and ask appropriate questions – once the speaker has finished talking, repeat his or her instructions to confirm that you understand them.

By the application of these 5 things, you can make a great difference to be a good listener and to keep your career moving forward.



Deen Dayal Upadhyay Kaushal Kendra (DDU-KK)
D.A.V.V., Indore

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LEPAK V REDGAONKAR
Motivational Speaker,
Senior Training Consultant,
Business & Success Coach, Mumbai

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- Discover the power of B विश्वास की शक्ति को समझे/ पहचान
- How to achieve success जीवन में सफलता कैसे प्राप्त करें

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