



Presents

ART OF LISTENING

by

Dr. P.R. Subas Chandran, Ph.D.,

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This book is for those who.....

Are yet to write...

Wish to write...

Have been writing...

Continue writing... success stories

Life changing audios! Resolutions of rescheduling your humdrum routine life atleast an iota after reading this book? Confronting starting trouble like everyone does how to induce those thoughts into your memory system? The scientifically contrived technique, the 'Art of Altering Attitude through audio files', once listened to before hitting the bed (at the alpha hour) just for 18 days shows the way magical spell charms on you working miracles.

The pudding is in the eating. Don't have to believe your eyes or ears. For any guidance (for instance to get up on time with a smile or how to eliminate irritation, etc.) contact the undersigned; we will attune the content and facilitate you record; in fact, the tips are free of cost; the readily available piece, indeed. Service to humanity is service to Mother Nature.

Dr. P.R. Subas Chandran,Ph.D.,

Journalist,
Motivational Speaker,
Social Activist,
Psychologist,
Short Film Maker,
Biographer,

Fulfledged Scribe for Inspirational writing to students,
employees and every other individual of all age group.

Dedicated to

those victims who wanted to listen but heard.



FROM THE AUTHOR

Art of Listening (AOL)

நுணங்கிய கேள்விய ரல்லார் வணங்கிய
வாயின ராதல் அரிது.

**Nunangiya kelviya rallaar vanangiya
vaaiyina rraadha laridhu**

[Diligent listening shuns inadvertent speaking/ keen listening
inevitable for advertent speaking] Thirukkural

Listening is learning...It was Socrates' last and final night and in an hour or two he would be poisoned to death. This was the occasion he listened to a mellifluous music flow from a violin and followed the sound of music and reached another inmate who was playing the violin. Socrates pleaded him, "would you mind teaching me play the violin? The inmate responded: "You would die in an another hour, how does it matter whether you learn or not." Socrates replied: "I would die happily having learnt to play the violin than just dying". Wow! Look at the power of learning after listening.

A famous quote: if you want to talk less please listen more. Meditative listening or listening meditatively could be a powerful tool to transform rest of the characters significantly... is it not an art? If not, make it an art. The art and the artist will find many more albums of life at his/ her disposal. One art paves the way to many novel dominions. The book is loaded with wisdom gathered from many gardens of philosophy. Undaunted in spirit please explore the potentialities of leadership listening to the tips suggested- A good listener is always a good leader.

All the best

(Dr. P.R. Subas Chandran)





FOREWORD



DR. P. ANBALAGAN IAS
CHIEF EXECUTIVE OFFICER



Art of Listening

I was wondering at the title whether **Listening could be art?** True... yes, it is, and for that matter, anything could be an art. In this so-called busy world, being a good listener is not an easy task. But still we need to listen for the sake of survival or living? It is not accidental that those who lead a happy life are the one who devoted to hearing. Listen to learn and Learn to Listen . The author, Dr.Subas Chandran, whom I know for long, has done his homework well.

Listening to is also a meditation, the author authenticates in his message, and I agree with him. This pocket-size book, without compromising the component of a fatty book, is handy and a collection of wisdom from many schools of thoughts. A straightforward roadmap to listening communication. I am convinced that anyone could master this art if he or she is dedicated to his or her wellbeing.

I appreciate Dr.Chandran's effort to disseminate the wisdom that he gathered from many sources for the benefit of those who are determined to be a success story. I wish the author and the readers all the very best.

(Dr. P. Anbalagan IAS)

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About the Author



Dr. P.R. Subas Chandran is a non-clinical psychologist, biographer, social activist, short-film maker and live-wire-motivational speaker. He has penned '**Aakaasameehaddu**', a compilation of interviews with 72 women officers in Swati, a Telugu weekly. 'Why Modi should become the Prime Minister', a pre-poll book (2015) with **Mr. Modi's** message was a well received publication. The author of 'Who Wrote My Destiny?', the authorized biography of former Union Home Minister, **Shri. Sushil Kumar Shinde**. People from all streams approach the author for counselling. His favourite theme is Inclusive Life, where he wants to serve the communities by unlocking the hidden potential of executives, students, and the working class. The Art series by the Life Style Dynamics – from Art of Beginning the Day to Art of Ending the Day- is his latest venture.

He is one of the Senate members of the 104-year-old SNTD Women's University, Mumbai and a visiting faculty for National Forensic Sciences University, Gujarat. He is also a resource person for Meenakshi Mission Hospital and Research Centre, Madurai and Meenakshi Hospital, Thanjavur.

ACKNOWLEDGEMENTS

This presentation reflects the Master who has sent a messenger to disseminate the message. A repository of creative people interspersed with worldly wisdom from mundane to spiritual fields is incorporated.

The author owes his accolades to **Dr. P. Anbazhagan**, I.A.S MIDC to have foreworded the Art of Listening vouchsafing the contents shared.

Of course, **Dr. S. Gurushankar**, Chairman Meenakshi Mission Hospital & Research Centre deserves a more than thanks for the all round support.

The author extends his due accreditations to **Mr. Sam Rajappa** and remains in gratitude to **Mrs. Latha Sharma**, Associate Editor, for making this book a possibility.

Also, applauds Google.com, Wikipedia, the team members **Mr. Sam Arackal**, **Mr. S. Manikanda Raja** & Designing Team of MMHRC whose contribution is immeasurable in publishing the pocket-sized book.

Special adulations to the first reviewer

The author and his team gratefully acknowledges the angel's (name not to be revealed) immaculate appraisal, correcting, editing as well as amending, to have the book rendered nearly error-free.



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NOTE

This book is a compilation of wisdom from myriad sources intended to benefit the general readers, certainly not experts. Most of them are suggestive, self-experienced that readers may consult health care specialist, should they find information not in rhythm with their expectation. Moreover, the write-up is governed by the British English Language/Grammar rules. Any reconciliation with the computer language be kindly overlooked. The author and the publisher bear no responsibility for abusing or misusing the indicative measures.

“Hey! You there! Hear me!
“What? Here? me?”
To hell with you...”

Are we narrating you hear to know or know to hear? No, all we want you to know Why you should hear. What for? In whose interest? Is just hearing what a person has to say, easier? It's something more than what the ordinary ears can do.

All that's heard is not known and, all known isn't merely heard

Listening isn't necessarily hearing, nor is it necessarily hearing well. Hearing is a physical activity involving the intervention of ears; but listening is more nuerology appertained. You need to talk less to hear more. Thirukkural says about the art of listening* G.K. Chesterton has rightly pointed out: “There's a lot of difference between hearing and listening.” Have you ever questioned how a baby inside the mother's womb responds to the exterior queries and emotions? Any sense organ can perform the act (of listening) as signs in the case of a hearing impaired. Any organ may be a listener, for that matter.

Hearing is only the symbolic representation of listening. In reality, listening is all encompassing. You know people say snakes have ears but they actually don't. The bat has echo location with ultrasonic resonance that senses the obstacle to wade its way even without visual impact.



In fact, many people come to conversations with agendas, without even knowing whether to make themselves be heard or not to be heard and honestly to escape the conversation altogether. If you're an introvert, you probably opt for the latter.

Heard melodies are sweet; unheard melodies are sweeter
(Ode on a Grecian Urn -John Keats).

Artistic Listening

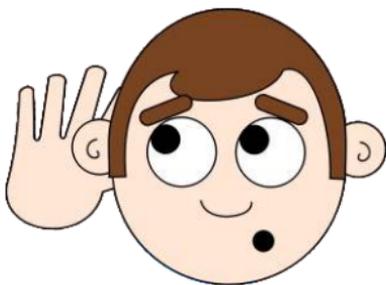
Listening artistically is showing involvement, enthusiasm, inquisitiveness, which is holistic that improves your sharpness, in turn, opens up the window to creativity. A patient listener is a good judge as well which is why it is said, "Listen before you open your mouth to speak. Very true, if you listen to your inner voice, the true friend will guide you with the dos and don'ts. Listen before you speak and speak after listening to your inner call. For, in the depth of silence the voice of the Creator is heard which is nothing else but the conscience. Being quiet and let others do 75% of the talking, doesn't mean you're a good listener. It doesn't mean you've mastered the art of listening either. This doesn't in the least mean being nosy or gossip mongering, anyways. As it is believed laughter dispels disease, outspokenness dispels stress, blood pressure and what not.

Often, people simply need someone to talk to, not someone who just hears but the one who listens, empathises and responds. The goal is to focus the spotlight on him, not you. Have you ever realised listening is a basic human tendency, social etiquette, one and the like food, water and shelter?

"Hungry ear is almost impaired"

- Swami Vivekananda.





Do you hear me?

Does everyone need someone to talk to? Obviously, yes. By merely eating food alone we cannot grow. We need to be nourished with love and care, to be happy. Unless we have somebody to talk to, we cannot have real happiness. Even very cruel people want people to be surrounded by or having ‘yes men’ by them. Jagdeesh Chandra Bose talked to the pet plants in his garden which later paved the way for his invention that plants have life. A pet dog or cat, after our return from the workplace purs at us and licks our feet. Don’t you think it’s the loving gesture of sense of belongingness and the lost identity or the prolonged absence the attitude of “MISSYOU !!!”?

How often have you longed to be heard and understood? Only to have been in the shoes of the other at the receiving end to a person ordering for a pizza at the background either skimming through papers or texting a mail or message. Now, do you understand how it is felt? We see the art of listening happen everywhere. When you listen, you master a few new skills, PATIENCE, OBSERVATION, KEENNESS, FOCUS and ORIENTATION.

What & Whom to listen to?

Listen to the wise, the rational, the righteous friend, lover, teacher, employee or your own parent why even your security boy at the gate. It is said listen to every suggestion but let the decision be yours. Listen to pleasant things around. Listen to the great sayings of noble men. Gandhiji believed in speak no evil; see no evil; hear no evil.

Try, listen to the morning chirps of birds, music of swaying trees, rumbling leaves, cooing of cuckoos in the garden; the melody in the musical instruments; You know why people visit beaches? Just to listen to the sound of the waves. There is a special kind of couch if kept closer to the ear resounds "AUM",- Arise! Unify! Merge! In computer parlance, input, process and output The mother's lullaby to baby is the most melodious sound in the Universe. Rest all are mere noise. Shall I tell you some thing very interesting: listen to the jarring scream of an angry person in patience with a smile. There will be a remarkable change. Bored of listening to all these. For a change, heed to the foolish blabba of a drunkard or a somnambulist???



Why, listen to the gentle breeze, baby's babble, honking of vehicles, the tap of walking stick of an oldy, the silent crawl of ants. And, why not the tingling of a tumbling vessel! Alfred Lord Tennyson captures the sound of the drooping eyelids of an opium eater/a new born, the fall of dry leaves on the grass.

People who love a listener are drawn to him wherever he is. Mere willingness to listen to others gives them hope that somebody is there to listen to. When you listen, your life will have a better purpose that you happen to empathise with others. Whenever you feel you should give an ear to somebody's problems, or imbibe in you or imbue in others new ideas, listen to them that it evokes mutual happiness. It has raked revolt and mutiny in the case of Julius Caesar:

“Friends, romans, countrymen , lend me your ears”
(Julius Caesar, Act III scene ii)

so began Mark Antony his speech. Why not master the art of listening to become a cynosure using both the ears not merely to hear but to listen to. This is enough to become the centre of attraction. Salim Ali, the famous bird watcher, has been a good listener. To Vishwanath Anand the movement of the coins on the squares means every sound so is the thud of ball on a cricket bat to Kapil Dev or the roll of a football to Neymar.

Whole Body LISTENING



EYES
Looking at person talking



FEET
Quiet on the floor



EARS
Both ears ready to hear



BODY
Facing the speaker



MOUTH
Quiet (no talking, humming or making sounds)



BRAIN
Thinking about what is being said



HANDS
Quiet in lap, pockets or by side



HEART
Caring about what the person is saying

How to master the art of listening?

After much research browsing the internet, encountering masters of listening, a list of the most striking features that one needs to contemplate on the art of listening are compiled below:



1. Make Eye Contact

This first rule is obvious but frequently forgotten. Eye-to-eye confluence boosts the level of confidence in the speaker and the listener to cater communication lest should it be a mere noise. If you don't look at the person while he is talking to you, he develops the impression that you care a wee bit for what he says. You seem not to listen to him and hence lose that relation. Convert yourself into a good listener. Let it disseminate to every organ of perception, the nose, mouth, arms and limbs, etc. In most Western cultures, eye contact is considered a basic ingredient for effective communication. When we talk, we must look at each other in the eye. That doesn't mean you can't carry on a conversation from across the room, or from another room, but if the conversation continues for any length of time, you (or the other person) will get up and move. The desire for better communication binds you together.

Talking to someone who scans the room, works with his computer, or gazes out of the window is like trying to hit a moving target. How much of the

MAKE EYE-CONTACT WHILE TALKING



person's undivided attention do you actually get? 50%? 5%? If the person were your child you might demand, "Look at me when I'm talking to you". But situation varies when we say this to a lover, friend or colleague.

Do your conversational partners courtesy the habit of facing them. Put aside papers, books, the phone and other distractions. Look at them, even if they don't look at you. Shyness, uncertainty, shame, guilt, or other emotions, along with cultural taboos, can inhibit eye contact in some people under some circumstances. Excuse the other guy, but stay focused yourself.

2. Create a Suitable Environment

It may be really difficult to pay heed to another person in the midst of the jarring noises of the TV set screaming, your phone buzzing and the rush past of thousands of swishy swanky cars. Keepoff all these distractions find a quiet place to sit down and listen so as to lay importance on the person. It's much easier to listen empathetically, whole heartedly with an open mind. Also, when you pursue it, the atmosphere facilitates you to get to know what he intends to say. Once again, be considerate. Listen to people by appointment. Keep it up. Credibility shows how much you value individual respect.



3. Show Enthusiasm

Condition yourself with enthusiasm, the most vital factor to master the art of listening. The art of listening is quite artistic too, in the sense, even if you have to say "no", tell it politely. "Well! As a matter of fact, I made that bit up. But it makes sense, doesn't it?" The use of such discourse markers beams up with the listener's stoic attitude euphemistically. Being participatory and nonchalant; eager but inexoritant, both interested and uninterested at the same time, afterall, in it vests artistic listening.

4. An Eager Eye and a Willing Ear

In other words, be attentive, listen without forming conceited impressions in your mind. Be wholehearted and listen to the entire message. It's very tempting to fill the spaces, after all, our minds think around 800 words per minute, compared to 125-150 words we speak per minute. Don't miss valuable information by letting your mind wander. Extrapolation also may lead to miscommunication at times.



5. Don't Interrupt

Let the person speak uninterrupted. Never ever break in on a conversation with your prejudices but be diligent to let the person say everything he/she has to say. This shall put the person at ease removing his stress to the greatest extent. Children are often checked that it's rude to interrupt. I'm not sure that message is getting across anymore. Certainly, the opposite is being modelled on the majority of talk shows and reality programs, where loud, aggressive, in-your-face behaviour is condoned, if not encouraged. Interrupting sends a variety of messages. It says:

- "I'm more important than you."
- "What I have to say is more interesting, accurate or relevant."



- “I don’t really care what you think.”
- “I don’t have time for your opinion.”
- “This isn’t a conversation, it’s a contest, and I’m going to win.”

Mentally screen out distractions, like background activity and noise. In addition, try not to focus on the speaker’s accent or speech mannerisms to the point where they become distractions. Finally, don’t be distracted by your own thoughts, feelings, or biases. Allow your mind to create a mental model of the information being communicated. Whether a literal picture or an arrangement of abstract concepts, your brain will do the necessary work if you stay focused, with senses fully alert. If your thoughts start wandering, immediately force yourself to refocus.

For instance, during lunch break, a colleague is excitedly telling you about her trip to the US and all the wonderful things she did and saw. In the course of this chronicle, she mentions that she spent some time with a mutual friend. You jump in with, “Oh, I haven’t heard from Alice for ages. How is she?” and, just like that, discussion shifts to Alice and her divorce, and the poor kids, which leads to a comparison of custody laws, and before you know it an hour is gone and the US is a distant memory.

This particular conversational affront happens all the time. Our questions lead people in directions that have nothing to do with where they thought they were going. Sometimes we work our way back to the original topic, but very often we don’t.

When you notice that your question has led the speaker astray, take responsibility for getting the conversation back on track saying something like, “It was great to hear about Alice, but tell me more about your adventure in Vermont.”

We all think and speak at different rates. If you are a quick thinker and an agile talker, the burden is on you to relax your pace for the slower, more thoughtful communicator for the guy who has trouble

to catch up with you. When you don't understand something, of course, you should ask the speaker to explain it to you. Rather than interrupt, wait until the speaker pauses. Then say something like, "Back up a second. I didn't understand what you just said about..."

When listening to someone talk about a problem, refrain from suggesting solutions. Most of us don't want your advice anyway. If we do, we'll ask for it. Most of us prefer to figure out our own solutions. We need you to listen and help us do that. Somewhere down the line, if you are absolutely bursting with a brilliant solution, at least get the speaker's permission. Ask, "Would you like to hear my ideas?"

6. Practise 'Active Listening'

The knack of paying attention isn't simply about being a silent spectator all the time. It's also about the participation using discourse markers or Non-lexical fillers; asking questions, prompting with oh, isn't it?

Fantastic, interesting, Wow. go ahead, Pl.continue responding to gestures, putting on the gait of a living person. Now that you've made eye contact, relax. You don't have to stare fixedly at the other person. The important thing is to be attentive. The dictionary says

that to "attend" another person means to:Be present,Give attention, Apply or direct yourself, Pay attention and Remain ready to serve. On listening for long stretches, scan concentrate on, and remember keywords and phrases skimming through the information.



LISTEN NOT THROUGH YOUR MEMORY* HOW TO COMPREHEND THE INCOMPREHENSIBLE* (browse authors's website)

When it's your turn to listen, don't spend the time planning what to say next. You can't rehearse and listen at the same time. Think only about what the other person says and eventually, concentrate on what is being said, even if it bores you.

Some of the questions put forth for clarification, or for a further explanation enhance you feel fully communicant and understand what the speaker tells you.

Instant questions as these could be convincing:

Are you saying that _____?

What I heard you say was _____?

Did you mean that _____?

7. Nod to Understand and Encourage the Speaker

Another great way of gesticulating listening is to nod your head in approval if you agree. Make noises that show you're in tune with what the person says such as "yes", "yeah", "mhhh", "okay". This seems trivial, but its impact enhances not to behave like a zombie rather demonstrate some interest and comprehension.

If you feel sad when the person with whom you are talking expresses sadness, joyful when she expresses joy, fearful when she describes her fears and convey those feelings through your facial expressions and words-then your effectiveness as a listener is assured. Empathy is the heart and soul of good listening.



To experience empathy, you have to put yourself in the other person's shoes and allow yourself to feel what it is like to be heard at that moment. This is not an easy thing to do. It takes energy and persevered practice. But it is a generous and helpful thing to do, and it facilitates communication as nothing else does.

Show that you understand where the speaker is coming from by reflecting the speaker's feelings. "You must be thrilled!" "What a terrible ordeal for you." "I can see that you are confused." If the speaker's feelings are hidden or unclear, then occasionally paraphrase the content of the message. Or just nod and show your understanding through appropriate facial expressions and an occasional well-timed "hmmm" or "uh-huh."

The idea is to give the speaker some proof that you are listening, and that you are following her train of thoughts-not off indulging in your own fantasies while she talks to the ether. In task situations, regardless of whether at work or home, always restate instructions and messages to be sure you understood them correctly.

8. Listen Without Judgement

Listening without attaching any preconceived notion or idea, judgements evaluations or extrapolations is objective listening. To master the art of listening effectively it's inevitable to be objective or open-minded 24x365. After all, who wants to open up to a narrow-minded person? Objectivity also helps to be mindful of your "shut off" triggers, which are the specific words, looks, or situations that cause you to stop listening. This way, you can prevent yourself from shutting off in the future.



Be an objective listener

Listen without criticizing the other person mentally the things what she/he tells you. If what she says alarms you, go ahead and feel alarmed, but don't say to yourself, "Well, that was a stupid move." As soon as you indulge in judgmental bemusements, you compromise your effectiveness as a listener.

Listen without jumping into conclusions. Remember that the speaker is using language to represent the thoughts and feelings inside his/her brain. You don't know what those thoughts and feelings are and the only way to find out is by listening.

Don't be a sentence-grabber. The husband can't slow down his mental pace enough to listen effectively, so he tries to speed up hers by interrupting and finishing his wife's sentences. This usually lands him way off base, because he follows his own train of thoughts and doesn't learn where his wife's thoughts head to. After a couple of rounds of this, he asks, "Do you want to have this conversation by yourself, or do you want to hear what I have to say?" I wouldn't do that with everyone, but it does work with him.

9. Listen to Non-verbal Communication

About 60 – 75% of our communication is non-verbal. That's a lot! In order to know whether to encourage the speaker, open up yourself more, or be more supportive in your approach. It's essential to know what the person's body language is like. Does it display signs of discomfort? Is it disgusting to you? Does the body language concur with his words? Face to face with a person you can detect enthusiasm, boredom, or irritation very quickly in the expression around the eyes, the set of the mouth, the slope of the shoulders. Such clues as these can't be ignored.



When listening, remember that words convey only a fraction of the message. If you exclude email, majority of the direct communication is probably non-verbal. We glean a great deal of information about each other without saying a word. Even over the telephone, you can learn almost as much about a person from the tone and cadence of her voice than from anything she says. When I talk to my best friend, it doesn't matter what we chat about, if I hear an accent and laughter in her voice, I feel reassured that she's doing well.

10. Observe Other People

If you're really serious about mastering the art of listening, why not observe other people? One of the best ways to become a better listener is to observe the way people interact with each other, and all the irritating and rude things they do. Create an "annoying habit" checklist and see if you do any. If you're brave enough, you can even ask someone you trust about what they like and dislike about the way you interact with others while conversing.



The art of listening is an invaluable life-skill. It will help you not only communicate better with your friends and family, but support you succeed in every walk of life.

11. Listen to Liberate

Have you ever heard your own voice? If you tune in yourself to listen, you will be adding a new dimension to 'Art of Listening', than just listening. The end of any learning is elevation. Listening to nuances of sound frees you of every burden of the chaotic world, leaving your thought process crystal clear, working on your goals quite assertive and determined. It, at a later stage, may account for your spiritual awakening.

You might also enjoy reading that Will Make You Happier this article:

Here are 10 tips to help you develop effective listening skills .

- Be a keen observant not overt or a doubting Thomas
- Be attentive, but relaxed
- Picture what the speaker says in your mind map to pace up fluency& continuity
- Don't interrupt or impose your "solutions."
- Wait for the speaker to pause to ask clarifying questions
- Ask questions only to keep the communication going and smooth
- Try to feel what the speaker is feeling; be more empathetic
- Give the speaker regular feedback
- Put the speaker at ease asking lead questions
- Pay attention to what isn't said- nonverbal cues

In today's nano-tech, ultra-speed, high-stress world, " A poor life if, this is full of cares, No time to stand and stare" that we seem to devote less and less time to really listening to one another. Genuine listening has become a rare gift-the gift of time. But, it helps build relationships, solve problems, ensure understanding, resolve conflicts, develop mutual trust and improve accuracy.

At work, effective listening means fewer errors and less wasted time. At home, it helps develop resourceful, self-reliant kids who can solve their own problems. Listening fosters friendships and careers. It saves money and preserves bondages.



Case Study

What happened in the Pulwama assail? Ponder over? The then PM refused to take the call to pose sanction for a punitive airstrike in Dec. 2001 against the Jaishe-e-Mohammed attack although he knew the F-16 of Pak was much inferior. But the same team headed by the other leader has dared it and hence a historic victory where the whole world turns to India transfixed by the bold move. This cannot be termed merely a bold move. There's something else. What's that? That is pay heed to. The present PM listened to the consultations of the Military and the elite to the roots of their pros and cons, then, took the call which has culminated in the success story that the other hadn't. Therefore, listening, listening to the ultimate and responding to that is listened to is the dire need to way forward. Despite this seemingly a striking episode, the stark reality is that most failure cases have been because of not listening to the subtleties of the fact. Now something must be ringing at the back of your mind how Napoleon de Bonaparte or Adolf Hitler or Mussolini or Churchill why, M.K.Gandhi or Mrs. Gandhi inclusive died at the assassins. The 'katharsis' in the Aristotlean parlance or the tragedy is not otherwise the fall due to one grave weakness, why not that be



LACK OF LISTENING. In Tamizh literature, there lived a King, Seevagan whose fall contrarily happened because of too much listening to the others, in this case it was the minister. Neither Netaji listened to Mahatma nor Gandhi, Bose. Each stood by his own ideology.

What do you think could be the actual reason for their failure to grab this opportunity?

- Not qualified for the position
- Time was too short for preparation
- The announcement not so clear
- Or, simply they were inattentive or not listening.

Where was the missing link in the listening part? In all these cases and much more judas / traitors excuse fall is a fall, for not listening to their inner voice atleast.

You cannot truly listen to anyone and do anything else at the same time.

- M. Scott Peck.

If given similar opportunity,
how would you welcome it?
Try describing it in 300 words.



Anecdote

Once a man was hospitalised getting treated in the ICU after meeting with a severe accident. All friends went to see him just for a few minutes they were allowed to. All had questions for him as how was doing post-accident. For 15 minutes the injured man looked around at everybody. All expected him to tell something as he was awake.

Later, he started moving his hands and head rapidly. Everyone thought he would say something and looked anxiously. No one understood his gestures, so he mentioned to the one next to him for pen and paper. So, he scribbled something and died. But before dying he gave that piece of paper to the friend who he was trying to communicate with. Later, after the funeral, everyone returned home. Inquisitive of what the dying friend had to say before death, the man with the message unfurled the scrolled paper. He was taken aback reading its contents: **Get off my oxygen cylinder supply, dumb guy, I cannot breathe.**

Bare words buy no barley. Without knowing the customer demands no marketing is possible *(Read Art of Imbibing Individual Social Responsibility). You can't manage unless you understand your employee's motives. You can't gain team consensus unless you understand each team member's feelings about the issue at hand. In all these cases, you must listen to others. This is why all of our coaching programs start with a foundation on listening skills.

However, how you listen to is as important as what you listen. By listening in a way that demonstrates understanding and respect, you develop a rapport, and that is the true foundation on which you lay the construction of management on.

*I like to listen, I have learned a great deal from listening carefully.
Most people never listen.* - Ernest Hemingway.



Additional cues to follow

- Be courteous in response
- Respond both verbally and nonverbally.
- Reciprocate respect with words like I appreciate your position.
- Sit opposite to each other unlike sitting side by side.
- Let the body language express your active participation.
- Maintain a decent dress code to avoid distraction.
- Be expressive with gestures and sounds.
- Never cross legs, bite nails or lips, nor couch.

Listen or your tongue will keep you deaf.
-Native American proverb.

Listening to and acknowledging other people may seem deceptively simple, but doing it well, particularly when disagreements arise, takes true talent. As with any skill, listening well requires practice.

Listening skills exercise: summarize, summarize, summarize!

For at least one week, at the end of every conversation in which information is exchanged, conclude with a summary statement. In conversations that result in agreements about future obligations

or activities, summarizing not only ensures accurate follow-ups, but also makes you feel perfectly natural. In conversations that do not include agreements, if summarizing sounds awkward just tell yourself that you are doing it as an exercise.

God speaks to us everyday only we don't know how to listen.

- Mahatma Gandhi

The secrets of listening well

Listening is as powerful a means of communication and influence as to talk well.

- John Marshall.

There must be a lot of frustrated people out there, many who feel that they aren't listened to, many may throw up their arms and say, "You just don't get it, do you?"

There seems to be a growing realisation of the importance of solid listening and communication skills in business. After all, lack of attention and respectful listening can be costly – leading to mistakes, poor service, deviated goals, wasted time and lack of teamwork. The secret of listening lies in:

Listening to everything as if you listen that most important information for the first time - Author

The older I grow, the more I listen to people who don't talk much.

- Germain G. Glidden.

Practise listening to fit-in all walks of life. Ultimately, your life will be more fulfilling when you listen and make the other person happy.

Are we there?

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