The Listening Process

1. Listening begins with an attitude of mindfulness.

2. Hear or physically receive audio signals.

3. Select the aspects of noise and messages to perceive.

4. Organize the sounds we have received.

5. Interpret

Some communication scholars add two other dimensions.

6. Responding—verbally and/or nonverbally.

7. And remembering.

The Chinese characters that make up the verb “to listen” tell us something significant about this skill.

Calligraphy by Angie Au.