

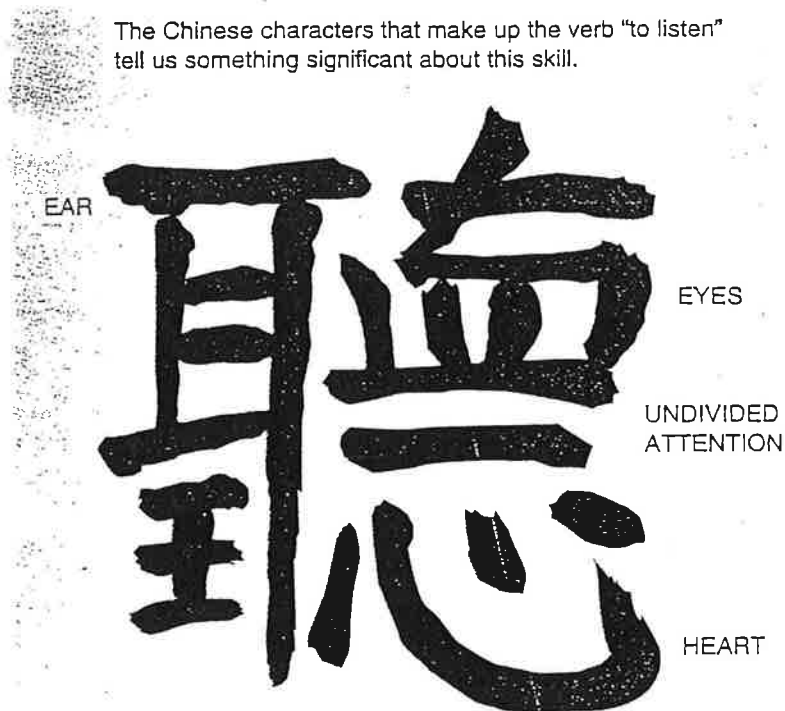
The Listening Process

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.

(summarized from Julia T. Wood's But I Thought You Meant: Misunderstandings in Human Communication. Mountain View, CA: Mayfield Publishing, 1998. 66-69.)