

# ***Fundamentals of Business Communication © 2012***

## ***Chapter 14: Listening with a Purpose***

### **Tools:**

- Printer
- 8.5" x 11" paper
- Scissors

### **Directions:**

1. Print
2. Fold paper in half vertically
3. Cut along dashed lines

active listening

Fully participating as you process  
what other people say.

- FOLD -

01 of 12 E-Flash Cards



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bias

A prejudice or personal or unreasoned  
distortion of judgment.

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complex response

A response that is hard to understand  
because of length or language  
barriers.

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evasive

Avoiding giving a direct answer.

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hearing

A physical process in which sound waves reach your ears and signals are sent to your brain.

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inferential

A statement in which you must draw a conclusion from what is said.

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listening

An intellectual process that combines hearing with evaluating.

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literal

The speaker means exactly what the words indicate.

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passive listening

Casually listening to the speaker; you may not *hear* everything that is said.

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prior knowledge

Experience and information you already possess.

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rapport

A feeling of harmony and accord in a relationship that encourages further communication.

- FOLD -

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skepticism

A degree of doubt.

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