active listening. Fully participating as you process what other people say.

bias. A prejudice or personal or unreasoned distortion of judgment.

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

evasive. Avoiding giving a direct answer.

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

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

listening. An intellectual process that combines hearing with evaluating.

literal. The speaker means exactly what the words indicate.

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

prior knowledge. Experience and information you already possess.

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

skepticism. A degree of doubt.