Chapter 18

Activity 18-2 Improving Your Listening Skills

**Directions:** Within the next week, choose one of your instructors’ oral lessons. Your goal is to identify and analyze the communication process for that lesson. You will identify how the sender (your instructor) conveyed the information to the receivers (you and the other students). Key the answers to the following questions in the space provided.

1. What was the information conveyed?

<<Place Answer Here>>

2. Did you find the ideas familiar or unfamiliar?

<<Place Answer Here>>

3. Did you clearly understand the message?

<<Place Answer Here>>

4. What were the main points and the details of each point of the verbal message?

<<Place Answer Here>>

5. Were there any nonverbal messages transmitted?

<<Place Answer Here>>

6. Did you or other students give feedback to the sender?

<<Place Answer Here>>

7. Did you add information or clarify any points that were not clearly understood?

<<Place Answer Here>>

8. Do you believe you understood the ideas in the message as they were intended by the sender?

<<Place Answer Here>>

After completing the analysis, ask your instructor to read it to see if you actually grasped the main points of the lesson. Remember that your sender had a specific purpose in mind. He or she tried to convey information to you. After getting your teacher’s feedback, answer these questions:

9. Who is actually responsible for your understanding of the lesson— you (the receiver) or the teacher (the sender)?

<<Place Answer Here>>

10. Who is the best judge of how well you understood the message— you or the instructor?

<<Place Answer Here>>

11. Discuss your analysis and the feedback with your class. See if any of your classmates chose the same sender (instructor) and whether you agree or disagree on the message that was transmitted.

12. Ask your instructor where to save your files. This could be on the school’s network or a flash drive of your own. Name your document *FirstnameLastname*\_Activity18-02.docx (i.e., JohnSmith\_Activity18-02.docx).