

# CHARISMATIC SKILLS- UNDERSTANDING THE IMPORTANCE OF EFFECTIVE ACTIVE LISTENING AND ITS IMPACT ON RELATIONSHIPS AT WORKPLACE

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## ABSTRACT

*Frequently, we come across people we believe are difficult in our workplaces. We consider them difficult for a numerous reasons: they seem hard to get along with, they step on our toes to get to the top, they interrupt us, or more simply, they just don't appear to listen. These difficult people can be our supervisors, our coworkers, and/or our supervisees. Despite the many factors that may come into play as to exactly why these people seem so difficult to us, the one major reason scholars suggest is lack of communication, specifically, lack of effective listening skills. Research studies show there is a need for effective listening skills and training on such in the workplace for all employees.*

*If there is one communication skill that should be mastered, it is "The Art of Listening"*

*Listening facilitates the development and maintenance of relationships and in any relation it is imperative to feel accepted and be heard. It is such a part of our everyday life, and has such an important factor in our social space that we should never take it for granted.*

*Active listening is a way of showing interest and curiosity, and that fosters cohesive bonds, commitment, and trust. While communicating, if we listen to our colleagues at workplace, they will be more effective and also give them feeling of approval and motivation. And encourage them when they need it*

*This paper is going to examine not only the how important listening is in our everyday lives but also how critical it is at workplace to develop good active listening skills.*

## **Objective:**

1. To understand the impact of effective listening on relationship
2. How does body language convey to other people that a person is indeed listening?
3. Can people learn body language to help them show others that they are listening?



## Research Methodology:

The data for the research was collected through secondary data.

## The Odyssey of Non Verbal Communication

Listening is an art. When people are speaking, they require our undivided attention. We focus on them; we listen very carefully. We listen to the spoken words and the unspoken messages. This means looking directly at the person, eyes connected; we forget we have a watch, just focusing for that moment on that person. It's called respect, it's called appreciation – and it is the first step to build an effective relation.

Effective listening skills are the ability to actively understand information provided by the speaker, and display interest in the topic discussed. It can also include providing the speaker with feedback, such as the asking of pertinent questions; so the speaker knows the message is being understood.

Effective listening skills is one of the talents that a leader or manager must develop to be successful. Listening skills are also extremely important to an effective exchange between two individuals. Distractions can lead to the ineffective communication of information. Typical distractions include:

- Daydreaming
- Thinking about another topic
- Lack of interest in the topic

***Effective listening is a skill that underpins all positive human relationships, spend some time thinking about and developing your listening skills – they are the building blocks of success.***

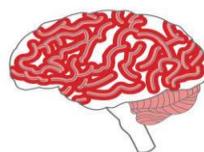
## Listening is Not the Same as Hearing

Hearing refers to the sounds that you hear, whereas listening requires more than that: it requires focus. Listening means paying attention not only to the story, but how it is told, the use of language and voice, and how the other person uses his or her body. In other words, it means being aware of both verbal and non-verbal messages. Your ability to listen effectively depends on the degree to which you perceive and understand these messages.

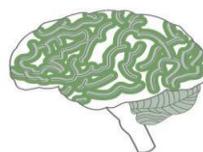
## How it all begins..



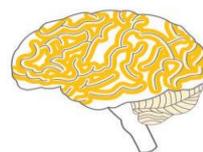
**Stage 1  
Receiving**



**Stage 2  
Understanding**



**Stage 2  
Remembering**



**Stage 2  
Evaluating**



**Stage 5  
Feedback**



### ***Price of Poor Listening***

The problem is that everyone wants to be heard first. Think about it: When people are striving to be heard and understood first, it's pretty hard for listening to occur.

Poor listening leads to assumptions and misunderstandings. These lead to errors, ineffective decisions, and/or costly mistakes. On a personal level, poor listening leads to hurt feelings and a loss of team cohesion. This deteriorates trust and weakens communication even further.

### ***Relationship building at workplace***

There are a number of factors that contribute to productive relationships and assist in the development of a mutual understanding amongst people. There is none, however, that is more important than Active Listening. This is an essential skill in life. Many people learned it once a long time ago, but as most skills, when not practiced, they have lost their edge. It is a skill that can enhance the quality of relationships, friendships, marriages, parent/child interactions, business dealings and international relations on almost every level. Yet, it is sometimes referred to as a "lost art."

In our egocentric society, it is no wonder we have the number of relationship problems that we do. Technological skills have somehow gained more importance in our learning environments, to the point where our technological achievements have outpaced our ability as a people to achieve mutual understanding and agreement in our homes, friendships, workplace, and world forums. The solutions to the most complicated of problems, begins with Active Listening

***Listening is an essential part of a good conversation.***

### **Common Barriers to Listening**

There are many things that get in the way of listening and you should be aware of these barriers, many of which are bad habits, in order to become a more effective listener. Barriers and bad habits to effective listening can include:

- Trying to listen to more than one conversation at a time.
- You find the communicator attractive/unattractive.
- Not focusing.
- Feeling unwell or tired, hungry, thirsty or needing to use the toilet.
- Sympathising rather than empathising .
- You are prejudiced or biased by race, gender, age, religion, accent, and/or past experiences.
- You have preconceived ideas or bias.
- You make judgments.
- Previous experiences

- Preoccupation.
- Having a Closed Mind
- Daydreaming
- Advising

### Signs of Ineffective Listening

- Lack of eye contact with the speaker.
- An inappropriate posture.
- Being distracted
- Inappropriate expressions and lack of head nods.

*“A good listener is not only popular everywhere, but after a while he knows something.”*

*- Wilson Mizner*

### Benefits of active effective listening at workplace.

- You will be more appreciated by the people whom you talk to.
- You will get new points of view, new perspectives and new insights.
- You might get some good advice.
- Your relationships with people will be more harmonious.
- People would love your company.
- Listening develops patience and tolerance in the listener.
- Listening to others can help you solve problems, and see new opportunities.
- People will like you more, because people like good listeners.
- Listening to people will help you understand them and their needs, and this would enhance your popularity

### Conclusion

Human beings are naturally social creatures – we crave friendship and positive interactions, just as we do food and water. So it makes sense that the better our relationships are at work, the happier and more productive we're going to be. Good working relationships give us several other benefits: our work is more enjoyable when we have good relationships with those around us. Also, people are more likely to go along with changes that we want to implement, and we're more innovative and creative.



What's more, good relationships give us freedom: instead of spending time and energy overcoming the problems associated with negative relationships, we can, instead, focus on opportunities. Good relationships are also often necessary if we hope to develop our careers. After all, if your boss doesn't trust you, it's unlikely that he or she will consider you when a new position opens up. Overall, we all want to work with people we're on good terms with.

Listening skills are imperative for career success, organizational effectiveness, and worker satisfaction. Workplace listening includes understanding the listening process (i.e. perception, interpretation, evaluation, and action) and its barriers that hamper the flow of that process. Moreover, it is imperative to become aware of the role of nonverbal communication in communicating in the workplace, as understanding messages wholly entails more than simple verbal messages.

*"The most basic of all human needs is the need to understand and be understood. The best way to understand people is to listen to them."*

**— Ralph Nichols**

