



PUBLIC SCHOOL DARBHANGA

SUBJECT– ENGLISH/ CLASS IX/ 2020-21

Read the passage carefully and answer the following questions:

Effective Speaking and Listening

1. Effective speaking depends on effective listening. Incompetent listeners fail in a number of ways. First, they may drift. Their attention drifts from what the speaker is saying. Second, they may counter. They find counter arguments to whatever a speaker may be saying. Third, they compete. Then, they filter. They exclude from their understanding those parts of the message which do not readily fit with their own frame of reference. Finally they react. They let personal feelings about speaker or subject override the significance of the message which is being sent.
2. What can a listener do to be more effective? The first key to effective listening is the art of concentration. If a listener positively wishes to concentrate on receiving a message, his chances of success are high. It may need determination. Some speakers are difficult to follow either because of voice problems, or because of the form in which they send a message. There is then particular need for the determination of a listener to concentrate on what is being said.
3. Concentration is helped by alertness. Mental alertness is helped by physical alertness. It is not simply physical fitness, but also positioning of the body, the limbs and the head. Some people also find it helpful to their concentration if they hold the head slightly to one side. One useful way for achieving this is intensive note-taking, by trying to capture the critical headings and sub headings the speaker is referring to.
4. Note-taking has been recommended as an aid to the listener. It also helps the speaker. It gives him confidence when he sees that listeners are sufficiently interested to take notes; the patterns of eye-contact when the note-taker looks up can be positive; and the speaker's timing is aided – he can see when a note-taker is writing hard and can then make effective use of pauses.
5. Posture too is important. Consider the impact made by a less competent listener who pushes his chair backwards and slouches. An upright posture helps a listener's concentration and at the same time it is seen by the speaker to be a positive feature amongst the listeners. Effective listening skills have an impact on both the listener and the speaker.

On the basis of your understanding, answer the following questions:

- a. According to the passage, why does an incompetent listener fail in effective speaking?
- b. What can a listener do to be more effective?
- c. Why are some of the speakers difficult to follow?
- d. According to the passage, how can the concentration be improved?
- e. Pick out words from the passage which mean the same as each of the following:
i One who is not capable of doing something effectively ii. Awareness

ANSWERS (SELF- CHECK)

- a. Incompetent listeners fail in a number of ways. First, they may drift. Their attention drifts from what the speaker is saying. Second, they may counter. They find counter arguments to whatever a speaker may be saying. Third, they compete. Then, they filter. They exclude from their understanding those parts of the message which do not readily fit with their own frame of reference. Finally they react. They let personal feelings about speaker or subject override the significance of the message which is being sent.
- b. The first key to effective listening is the art of concentration. If a listener positively wishes to concentrate on receiving a message, his chances of success are high.
- c. Some speakers are difficult to follow either because of voice problems, or because of the form in which they send a message.
- d. Concentration can be improved if we make concentrated efforts. Concentration is helped by alertness. Mental alertness is helped by physical alertness. Note-taking has been recommended as an aid to the listener. An upright posture helps a listener's concentration and at the same time it is seen by the speaker to be a positive feature amongst the listeners. Effective listening skills have an impact on both the listener and the speaker.
- e. i. competent ii. alertness