

Critical Listening

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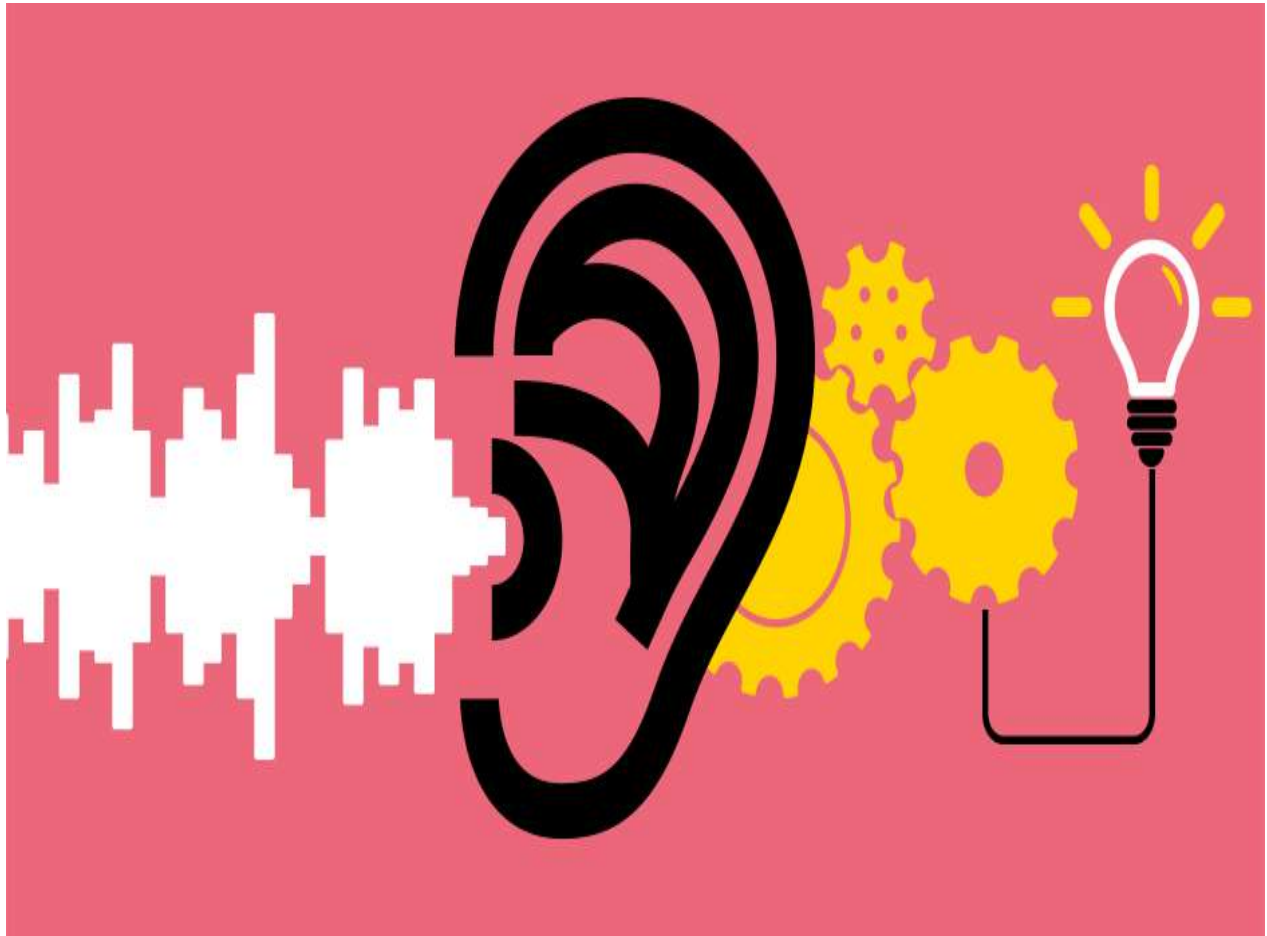
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“Dedicated to My Students”

English Department

University of Sisingamangaraja XII Tapanuli,

Indonesia

PREFACE

This Book is Mainly Prepare for the Studets of English Department The Sisingamangaraja XII University of Tapanuli doing Subject Critical Listening which is Alocated in 2 Credits, this Book is Suggested for use who are Interested in Critical Listening.

This Book is Primarily Meant to Meet with the Students Needs for the English Department with Specific Objectives to Train Students to be good Students in Critical Listening. The Topics of the Book is Obtained from Various Sources as Listed in the Refernces and the Writer Experience in Teaching Listening for Two Years to the Faculty of Teachers Training and Education Especially in English Department.

I Would Like to Express my Gratitude to all my Senior Lectures at English Department of FKIP UNITA who Contributed and Motivated me to write this Book and also I Would Like to Express my Big Gratitude to All Students of English Department who Inspired me in Arranging this Book.

At the End , I Would Like to Express my Big Gratitude to my Wife Wenny Siahaan, and my little daughter Glory Jovanka Rajagukguk who has been Supporting me Everyday who was Sleeping Beautifully when Typing.

Silangit, October 2019

Authors

Content

Preface..... iv

1. What is Listening ? 1

2. Defenition of Critical Listening.....2

3. Process of Listening.....4

4. Listening Skills8

5. Skill Positioning Your Self in Listening.....10

6. Accuracy of the Body11

7. Eye Contact.....12

8. Enviromental Obstaclees13

9. Psychological Attention.....14

10. Awareness Notes.....15

11. Response of Skills.....16

12. Active Listening.....17

13. Sign Active Listening20

14. Importance of Active Listening21

15. Key Concept of Active Listening24

16. Why Active Listening Difficult ?25

17. Barriers to Active Listening.....27

18. Characteristics of a Good Active Listener.....29

19. Active Listening and Negoitation.....31

20. Conclusion33

References.....34

1. WHAT IS LISTENING

Defenition of Listening Based on KBBI : Listening [mendengar] Verbia word (verb) from the basic words: listen. 1) can catch the sound (sound) with the ear; not deaf example: 'is the grandfather still hearing? I heard the siren ' 2) get word example: 'I heard that their parents divorced' 3) have listened (in resolutions, decisions, etc.) example: 'hear and so on, remember and so on, decide ...' 4) according to; heed; listen example: 'he doesn't want to hear the parents'.

Listening is responding or receiving intentional sounds. Paying close attention to what others say that has begun to involve the mental element means that mental activity has arisen, just not as high as listening activities.

Listening is a process to oral symbols with attention, understanding, appreciation, and interpretation, to obtain information, capture content, and understand the meaning of communication that is not conveyed by the speaker through tests or spoken language.

Hearing has the meaning of being able to catch sounds with the ears. Conscious or not, if there is a sound, our hearing device will catch or hear the sounds. The process of hearing occurs without planning but comes by chance. The sounds that are present in the ear might attract attention, maybe not.

2. CRITICAL LISTENING

Listening is a process. The process is divided into stages, namely:

1. Hearing
2. Identify
3. Interpreting
4. Understanding
5. Assess
6. Respond

Anderson (1972) in Guntur Tarigan (1986: 19) Listening as a big process of listening, knowing, and interpreting oral symbols (Anderson, 1972: 68) Russell & Russell, 1959; Anderson, 1972 in Guntur Tarigan (1986: 19) Listening meaningfully listening with full understanding and attention and appreciation (Russell & Russell, 1959; Anderson, 1972: 69) Guntur Tarigan (1985: 19) Listening is a process of listening to oral symbols with attention, understanding, appreciation, and interpretation, to obtain information, capture content, and understand the meaning of communication that has been conveyed by the speaker through spoken or spoken language. Based on the listening source, there are two types of listeners, namely intrapersonal listening or intrapersonal listening and interpersonal listening. The sound source that is listened to can come from ourselves. This happens when we are alone in silencing our destiny, regretting our own actions, or talking to ourselves. This type of listening is what is called intrapersonal listening. The listening source can also come from outside the audience. Listening like this is what we do the most for example in conversations, discussions, seminars, and so on.

The definition of criticism is as a criticism or reproach of a behavior, condition or that is deemed to be deviant or incorrect. For example, the road conditions are always congested. Because of the traffic jam we criticize it as a criticism of the lack of discipline of road users. Criticism can also mean consideration of responses or considerations of the good or bad of a work, for example criticism of short stories, poetry or a drama performance. Usually this type of criticism is accompanied by analysis and conclusions. Of course, in criticizing something we need to know ways to criticize so that the criticism we make is of quality and not deviated from the discussion and not solely because of hatred. To find out how to criticize the good, polite and quality, you can see the discussion as follows.

Criticism delivered is a criticism to improve a person's behavior or opinion not on the basis of the details of the person. In the criticisms that are presented include reason and

strong and convincing evidence so that the person is aware of his mistakes. Speak effectively. The essence of the problem must be easily captured by the people we criticize. Use words that do not offend the people we criticize. So choose words that are polite and wise but still do not reduce the essence of criticism that we give.

3. PROCESS OF LISTENING

Listening means listening (paying attention) carefully to what people say or read. (KBBI 4th edition. Page: 1307) .

According to Tarigan (1983: 19), listening is a process of listening to oral symbols with attention, understanding, appreciation and interpretation to obtain information, capture content, and understand the meaning of communication that is not delivered by the speaker through tests or language oral. (Listening books by Dra. Ice Sutari, et al. Pp. 19)

According to Goss (in Farris, 1993: 154), listening is a process of organizing what is heard and establishing verbal units that correspond so that they can be captured by certain meanings of what is heard

Communication now has become an important human need. Human needs for communication almost even resemble the need for clothing, food and also boards. Communication occurs between the communicator as the sender of the message to the recipient of the message.

Communication can be delivered using several media or other forms. Communication itself also consists of several types depending on the intent and purpose of the communication. Communication even becomes multidisciplinary which is very interesting to learn. If communication was narrow in the past, communication is now almost involved in all aspects of life.

These aspects start from the economy, politics, social, culture, and so forth. Communication is an important part in terms of establishing relationships with other parties both personally and in institutions as large as the country. Communication that occurs directly face to face between the two parties is called oral communication. Oral communication is usually done personally or individually. While limited communication because distance will usually be done by communication indirectly or in a written way. Written communication today is more often done either through short messages, electronic mail, memos, etc. When viewed from the type of interaction in communication, there are three categories of communication namely interpersonal communication, group communication and mass communication. Interpersonal communication or interpersonal communication directly between communicators and communicants by face to face or not. According to Mulyana in 2000, interpersonal communication is communication that occurs between people in a face-to-face manner.

And this allows each participant to capture the reactions of others directly both verbally and non-verbal communication. Interpersonal communication is communication that

occurs only between two people. Interpersonal communication in everyday life usually occurs between husband and wife, two close friends, teachers and students and so forth.

One of the most important and very influential interpersonal communication activities for communication continuity is the listening process. The hearing process in interpersonal communication begins with receiving messages from communicators. The effective listening process itself is the process of receiving the message as a whole and then giving reciprocity in accordance with the message conveyed by the communicator.

Listening is the first step towards interpersonal communication. Listeners must understand how to listen to the good and right so that interpersonal communication is intertwined and becomes effective communication. This is because the message can become unclear if the listening process in the communication is not effective even though the communicator is clear.

Remembering or Remembering At the stage of the hearing process, memory is needed so that the message delivered can be remembered well. Good memory is very useful so that the message received is in accordance with what is delivered so that it does not cause ambiguity or confusion. For example, memories of home addresses, meeting appointments, road directions, and so on. At the stage of remembering, it is necessary to:

1. Identify sources of ideas and references that support
2. Brief summaries but do not omit the core of the important part to be easy to remember
3. Repeat clear names or keywords so that you are easy to remember

Evaluating or Evaluating the next stage is evaluation which consists of conclusions. Evaluation stage is the stage so that the message conveyed by the communicator is in accordance with the facts that occur in the field. At this stage, there are a number of things you can pay attention to:

1. For you to better understand the speaker's point of view, try to oppose your evaluation and provide an evaluation if you have understood the message conveyed by the speaker.
2. Assume that the speaker is a person of good intentions. so that what is delivered will be beneficial to the listener
3. Between distinguished speaker facts and opinions.
4. Identify the attitude of the speaker who has a tendency to one of the things.

Responding the last stage of the listening process in interpersonal communication is responding or responding. This stage consists of two kinds, namely the response given when the communicator is conveying the message and the response given after the speaker delivers the entire message. In the communication process, providing feedback or response is very important because it determines whether the communication process runs effectively as expected. Therefore, when responding you should try to:

1. Provide feedback in accordance with the message delivered. Don't forget also to give the impression if you have listened by giving a response even though it is very short like a hmm sound, huh? and others. This can make you besides being a listener also be the controller of that communication.
2. Try to provide supportive expressions.
3. What the communicator wants is expression and feedback that is what it is, so try to be honest.
4. The response you give is that feedback from yourself is not the ideal response.

Listening is a skill in interpersonal communication. Because not all interlocutors can concentrate while listening. Hearing in general is an active process of receiving, processing that is related to stimulation with the sense of hearing.

Listening does not just happen, but there must be energy and commitment to be involved. So that you become a good listener, you need to know the stages of good listening. And the important role of listening in oral communication is very important to know in order to create harmonious communication. According to Goss, the listening process consists of the following stages:

1. Receiving

The listening process begins with receiving messages from the communicator in the form of verbal and nonverbal messages such as facial expressions, sign language, and others. At the stage of receiving the message you should pay attention to the following: Attention is focused on the sender of the message both on what is delivered or not delivered Suitable and adequate environment , Full attention to the communicator so that what is delivered is in accordance with the topic being discussed, Prioritizing the recipient of the message or communicant as a listener and avoiding interruptions

2. Understanding is the stage where the recipient of the message tries to understand and understand what is conveyed by the communicator, both the communicator's mind

and the intonation that represents the communicator's emotions. At this stage you should: Connecting between facts in the field with the latest information delivered by communicators. Understand the core message conveyed by communicators. But it does not conclude before the communicator delivers the entire message to completion. If needed, you can ask real examples based on messages or statements conveyed by communicators as well as clarification. You can translate what communicators say into your own language so that you more easily understand the message.

4. LISTENING SKILLS

Learning to be an effective listener is a difficult task for many people. Our approach simplifies the learning process by focusing on single skills or small groups of skills so that people can concentrate on one skill or one cluster at a time. "Focusing on a single skill when needed, and in small groups allows people to learn most efficiently. This approach helps readers master a group of skills, see themselves ready to improve in that area, and then move to a more advanced set of skills. When each of the groups has separate listening skills that have been learned, the reader can integrate various skills into a sensitive and integrated way of listening.

The listening skills taught in this book include:

1. Special Skills and Cluster skills

Attending Skills • An Involved Posture

- Proper motion of the body
- Eye contact
- Does not disturb the environment

2. After Skills • Door Openers

- Encouraging Minimal
- Not often Questions
- Silence is attentive

3. Reflecting Skills • Reflecting Feelings

- Reflect on meaning
- Summative Reflection

Definitions of each specific skill will be given because they are treated in this and the next chapter. Things that make people reluctant to listen:

a. No concentration

Someone who likes to sell words or stories outside the topic of conversation tends to have weaknesses in concentrating on a particular focus or topic of conversation. This weakness is psychologically triggered by the arrogance of position, pretending to show knowledge, or not wanting to look stupid in front of other people. This attitude makes others reluctant, lazy, bored, and even disgusted by our words.

b. Too confident

Self confidence that is too high makes a person tends to cut too often, comment on, or criticize the other person. A number of people's representatives in the DPR can be a real example of this attitude. They often make interruptions that impress not connect with the subject matter, even making it a show-off place. If it's like this, the person tends to only talk without wanting to hear other people.

c. Busy

Busyness sometimes makes someone's presence a nuisance. Finally, when engaged in conversation, this busy person only picks up the keywords from the other person by listening to it as a minimum. Finally, information becomes biased and unbalanced, because attention is not fully devoted to the other person.

d. Not enough data

Often times, due to incomplete data, we feel unsure of what we say. As a result, the communication we build becomes an alias that doesn't connect. This is caused by the other person who has no chance to ask questions, let alone take notes and evaluate them. If it's like this, don't expect the words you umbar to have informative value for the person you're talking to.

e. Effect of mood

The interlocutor may be reluctant to listen to your words because he is stressed, or the mood is not happy. Dislike of the other person can be seen from his body language such as repetitive finger play, wrinkled facial expressions, or eyesight that leads to and fro.

5. SKILLS POSITIONING YOURSELF IN LISTENING

Respond to giving your physical attention to others. I sometimes call it listening with the whole body. Attending is nonverbal communication that shows that you pay attention to the person who is speaking. Responding skills include engagement, appropriate gestures, eye contact, and non-intrusive environments.

The impact of responding and not responding effectively responds to miracles in human relations. This shows that you are interested in him and what he says. This facilitates the most important expressions in the mind and in his heart. Not responding, on the other hand, tends to frustrate the speaker's expression. Allen Ivey and John Hinkle describe the results of attending a psychology course in college. Then the session, taught by guest professors, is recorded. The students started out on students typical of non-class response behavior. the college professor, unaware of the students' plans pre-arranged. His presentation centered on his notes. He does not use gestures, speak in monotony, and pay little attention to students. On the signal set beforehand, however, the students began to intentionally physically present. Within half a minute, the lecturer signals for the first time, the verbal level increases, and the live class session is born. In other signals, students stop clicking.

6. ACCURACY OF THE BODY

Proper body movement is very important to hear good. ? In his book *Who Listens*, psychiatrist Franklin Ernst, Jr., writes: To listen is to move. To listen will be moved by the physical-psychological speaker of the person, non-moving non-blinking can be estimated reliably to be a listener. When the move looks different it has stopped and the eye-blink level has fallen to less than once in six seconds, listening, for practical purposes, has stopped.

One nonverbal listener behavior study noted that listeners who remained were still seen as controlled, cold-loner, and quiet. Conversely, listeners who are more active but not in anxious or nervous way-experienced as casual, warm, and not acting in roles. People prefer to talk to listeners whose bodies are not stiff and immovable. When watching video recordings of effective listeners, I found that they tended to have less activity rhythms when the speaker spoke and activity was somewhat more when they responded. Sometimes, the listener becomes very in tune with the speaker whose movements synchronize with the speaker.

Avoiding disturbing movements and gestures is also important to respond effectively. Good listeners move their bodies in response to the speaker. ineffective listeners move their bodies in response to stimuli that are not related to the speaker. Their disturbances are indicated by their body language: fiddling with a pencil or key, tingling money, nervous nervousness, finger drums, cracking knuckles, often shifting weight or crossing and uncrossing feet, swinging legs crossing up and down, and attitude other nerves. Watching TV programs, curling or nodding someone's head for people passing by, continuing with someone's activities, such as preparing a meal, or reading a newspaper can be very annoying when someone talks to you.

7. EYE CONTACT

Effective eye contact expresses interest and desire to listen. This involves focusing one's eyes softly on the speaker and sometimes shifting the view from his face to other parts of the body, hand signals, for example, and then returning to the face and then to eye contact once again. Bad eye contact occurs when the listener repeatedly looks away from the speaker, stares constantly or blanks, or turns away.

The speaker's eye contact makes it possible to assess your readiness for him and his message. This helps him know how he is comfortable talking to you. Equally important, you can "hear" the meaning of the speaker deeper through eye contact. Indeed, if listening effectively means getting on another skin and understanding someone's experience from his perspective, one of the best ways to enter the inner world is through the "window" of the eye. Ralph Waldo Emerson said, "men's eyes communicate as much as their tongues, but with the advantage that the ocular dialect does not need a dictionary, but is understood throughout the world."

Many people have difficulty in interacting through eye contact. Just like some people who are difficult to know what to do with their hands in social interaction. Sometimes there are also some people who appear to have difficulty when they will show expression on their face when interacting with other people. (listeners effectively hear feelings and content and understand what others are talking about with their body language and through words.) in interaction, looking into the eyes of the speaker is one of the most intimate ways to connect with someone. Despite the fact that some people find it difficult to look into the eyes of others. Lack of eye contact may also indicate indifference or hostility.

The skills to make good eye contact are very important for effective interpersonal communication in social relations. Awareness of the importance of eye contact can help many people to overcome obstacles in communication. In addition, a possible way to deal with this problem is to see someone's face more often until they become more comfortable.

8. ENVIRONMENTAL OBSTACLES

Giving full attention to one person seems almost impossible if there is interference in the environment. An undistracting environment, is a significant physical obstacle that can interfere with the conversation process.

Attempts by listeners to deal with environmental disturbances at home, can turn off the TV or stereo in the room, this is done to provide a disturbing environment in interaction. If necessary, the recipient of the telephone can turn off the communication device if there is a call, and can also provide a sign "Do Not Disturb" placed on the door. And if in the office, among others, such as closing the door, turning off the music, and the secretary can also reject phone calls until the conversation is complete.

Removing physical barriers can encourage communication to run better. Research conducted by AC White, found that 55 percent of patients initially sat quietly when there was no table that separates patients and doctors, and only 10 percent of the way communication can be disrupted when the table separates patients from doctors. For some people, a table is associated with a position of power that can trigger feelings of weakness or hostility.

To find out more about body language that is being practiced between listeners and speakers, the two people should not be separated by a table. Because when it is blocked by a table or other physical barrier, it will be very difficult to know the body language that is being worked on.

9. PSYCHOLOGICAL ATTENTION

The most important thing to be desired from a listener is a concern. He wants a listener to really pay attention to what is being said. When I am in a conducive environment, making comfortable eye contact, proper body movements, and maintaining attitude when interacting, my psychological attention increases.

And, if I try to care less when listening to other people's words, I'm just lying to myself. A really good listener is when he really cares about what others are talking about.

People who pay less attention to other people's talk even though the person's body position is like watching him, but still it will be discovered that he actually doesn't care about what is being said.

10. AWARENESS NOTES

Surprisingly, we know that most people already have formal knowledge that is appropriate enough to pay attention to someone. In seminars, leaders often say, "Position yourself to show that you are really interested in what I say." Most people in the group pay attention to the conversation well. Then the leader says, Actually "Show with your posture that you don't care about what I say." Everyone shows a clear idea of what nonattending behavior is. So why do we make an effort to teach something attention skills? Basically there are two reasons.

First of all, because teaching these skills does not sharpen their understanding. People arouse to their level of consciousness some understanding that was previously unclear and vague. People always learn something new and / or develop and deepen their insights into what they already know.

Second, and more importantly, we recognize that focusing on the methods and benefits of attention can motivate many people to do what they already know how to do but often neglect to do so. The focus in attention serves to add to the awareness experience that often motivates people to use these skills. Allan Ivey puts it like this: Some people may question the lack of attention or other skills. They are legitimate objects to see life as a series of exercises in which individuals can develop their skills continuously until they reach a skill maturity, so that they can adapt to their environment in any situation. Our experience has proven that sometimes there are still many people who make artificial / fake attention, meaning that they are not so serious about paying attention. And in the attitude of attention to others, tends to be more animated, and eventually will make a memory that will easily forget.

People tend to regard communication as a verbal process. Students believe that the communication most often used is nonverbal. The most frequently cited estimate, based on research, is that 85 percent of our communication is nonverbal.

11. RESPONSE OF SKILLS

Beatrice's car glass is collided with another car, after the accident he called, he and Charlie, he was having an accident. "How much damage has happened to the car?" Was an immediate response. after he got the information, Charlie asked, "whose fault was that?" Then he said, "Don't do anything. You call the insurance company and I'll call a lawyer. I'll report it in a few minutes."

"Any more questions?"

"Yes" he replied,

"Oh, yes, what is that?" He screamed. "I was hospitalized with four broken ribs!"

Charlie's response may be more heartless and more than other husbands in general, but what does it do is a fairness for many people. Because Charlie's wife is having a problem in hospitalization Charlie's role in conversation should only be a listener. But he actually spoke more to his wife. One of the main tasks of the listener is to say words, so that the listener can find out what the situation is from the speaker. Unfortunately, the "listener" cuts and diverts on average by asking lots of questions or making lots of statements. Researchers often say that it is absolutely not permissible for "listeners" to direct the conversation and ask lots of questions.

12. ACTIVE LISTENING

Active listening is one of the very important skills that you must have. These skills will help you improve work effectiveness, productivity, relationship quality, solve problems, ensure understanding, resolve conflicts, and improve the accuracy of the information you receive.

Hearing 'is a physical sensation that is natural and unintentional to environmental sound stimuli. Hearing is an inevitable mechanical event.

Listening', on the contrary, involves understanding and responding to the sound of the environment. Understanding and response are essential elements of the concept of 'listening' and not known in the concept of 'hearing'.

Active Listening is an attitude of paying attention and listening to each other's words or conversations. A listening attitude is focused and always provides simple non verbal and verbal communication responses. Active listening is different from hearing. Active listening is a complex process, actively involving all five senses and other body parts so that the message delivered is meaningful. While hearing is a physiological response when receiving a stimulus in the form of sound with the listener's senses.

Active listening techniques, where this technique is different from passively listening. Active listening requires a number of stages, namely: Encourage partners to speak and express their thoughts, opinions and contents explain information that is relevant to the topic of conversation.

There are five techniques that you can use to improve and develop your active listening skills, namely:

1. Give Fully Attention

To truly listen to others, our hearts and minds must be fully present (present), not in the past or the future. Focus your attention entirely on the speaker, not to get your attention divided.

Pay attention to the verbal and non-verbal language (body language) of the speaker. Confront your shoulders and head to the person who is speaking, the body position facing each other shows that you want to listen, involve yourself, and communicate.

Get rid of everything around us that can interfere with concentration while listening. For example, set silent mode or deactivate cellphone, turn off the laptop, and other things that can cause interference during listening. If you are doing

something, stop. Focus and full attention on the speaker. Don't do other activities when listening to other people.

2. Show Your Seriousness to Listen

Our seriousness in listening will be seen from our body language. When listening Give a nod occasionally, Give a smile or other appropriate facial expression, Lean your body slightly forward, place your hand openly (do not shorten) and do not hide your hand (under the desk / in your pants pocket).

Encourage the speaker to continue his words by giving a few verbal comments such as 'yes' or 'he eh' (make sure the moment is right. Don't cut the words, or give too often because it might indicate otherwise, you don't intend & are interested in listening)

3. Give Feedback

Filters, assumptions, judgments, and our personal beliefs can change what you hear. As a listener, your role is to understand what is being said. This may require you to reflect on what is said and ask questions if there are people you do not understand or need further explanation. Ask questions to clarify certain points. "What do you mean when you say " "Is this what you mean?"

4. Listen without judgment

Listening sometimes we feel the need to give judgment or judgment, but that does not always apply. Sometimes people who are talking to us don't always want our judgment, opinion, or solution. They only need listeners who are full of attention and empathy.

They hope that we as listeners understand their point of view of something and empathize with it. Not listening with readiness and body language to respond or patronize. Set aside the ego and arrogance we have. Pay attention and understand what they are trying to convey, without the need for personal judgment and judgment.

Don't interrupt or cut off the conversation. Let the speaker complete each point he wants to convey before you give feedback / questions. Interrupting or cutting the conversation can upset the speaker and can hinder a thorough understanding of the message being conveyed.

5. Give a reasonable response

Active listening is a way to understand and appreciate. We gather information and point of view from the speaker. Therefore, do not let us attack the speaker or make

him feel humiliated. Open and honest in giving a response, convey your opinion with respect and caution, respect and treat your friends to talk well

Listening is not only limited to hearing other people's voices, but capturing the meaning and message conveyed by that person. Listening attentively is very important for us to be able to understand and appreciate the other person's perspective on a problem. That way, we will more easily present empathy and wisdom in us.

13. SIGN OF ACTIVE LISTENING

The Sign of active listening is centered on who you are listening to, even in groups or individuals, with the aim of understanding what he is saying. As a listener, you should then perhaps repeat in your own words what they say about their satisfaction. This does not mean you agree, but tend to, understand what they say. Active listening Become another direction; concentrate on communication with people follow and understand the speaker as if you were walking with their shoes. Listen with your ears but also with your eyes and other understanding. Be careful: answer verbally the parts in the conversation. Let the argument or presentation take place according to the lesson. Don't you agree or not, but encourage training the mind, Involves actively respond to directing questions use the position of your body (for example, leaning forward) and attention to the encouragement and attractive marks of the speaker. Passive listening Passive is a listening activity with non-verbal activities for clients. For example by eye contact, nodding your head and also verbal participation in another opinion also explained namely: Passive listening is the process of listening to something done unconsciously. For example, we live in an area that uses regional languages. Whereas we ourselves use national language. After a while without realizing it we can be able to use the local language. The ability to use regional languages is done accidentally and unconsciously. But, in reality the person is able to use the local language well.

14. IMPORTANCE OF ACTIVE LISTENING

Importance of Active listening is to capture the sound with your ears actively and dynamically. What's the difference with hearing? If you listen, you only catch the sound without any reaction. Whereas by listening actively, we are able to respond after hearing and we receive more information.

According to Prof. Drs. H. A W Widjaya, communication is a connection or interaction between humans, both individuals and groups. Then according to Everett M. Rogers, communication is a process by which one engages, creates and shares information with each other to achieve mutual understanding. So that communication can be interpreted as a process of delivering information between fellow humans to achieve the same understanding.

In general, communication can only be done if there is, communicator (messenger), communicant (recipient of the message), messages, media delivery messages, and context (background or reason for delivering messages). Communication itself aims to convey the message, strengthen the relationship between people, and to express ideas or ideas that are owned so as to create the *same understanding*.

According to William F. Glueck, communication is divided into two, one of which is interpersonal communication. Interpersonal communication or what is often called interpersonal communication is a system of information exchange and transfer of understanding to two or more people in a small group of humans. Interpersonal communication occurs in certain contexts which means the factors that influence the occurrence of this communication. For example, internal factors that affect them are related to one's psychological problems, attitudes and emotional problems. While external problems are more related to the surrounding environment, such as time, place, or association

The process of active listening is begun by listening to information, understanding the purpose of the information conveyed to us, remembering the information, interpreting it into various perspectives and making conclusions, evaluating the information we have concluded, and then we respond to the information provided by the speaker.

There are important things that must be considered in active listening, namely intensity, empathy, the ability to enter the world that others perceive, the ability to understand other people's feelings, receiving messages, and feedback.

The benefits obtained from active listening include increasing the understanding of the speaker and listener, encouraging further communication, helping to solve problems,

getting to know the character of the person, getting the information needed, and fostering and improving relationships.

Usually this interpersonal communication is established between two people in particular. The point is that this communication can only occur if two people already know each other even close to each other and this communication is common if someone has started to be comfortable with that person. So that they can be more open to telling their problems and complaints without having to be afraid or ashamed if their disgrace will be revealed. Because of this interpersonal communication the direction of the conversation tends to be more personal. Therefore not everyone can communicate this without any special bond or closeness with the person concerned. Usually this communication arises between husband and wife, couples who are dating, parents-children, between best friends, and so on.

Then for interpersonal communication to work well, understanding and attention is needed from all parties. This attention can be in the form of actively listening to information, stories or observing each other. According to Devito (2013), listening is an active process of receiving stimuli in the form of sound by using the sense of hearing. Then what is meant by active listening is the process of listening in earnest followed by feedback (feedback) between all parties. The success of this communication will be reflected in the messages and responses that occur, both in the form of text message responses, conversations, attitudes, and expressions that arise from each individual.

Active listening skills are the key to the success of a communication. By listening actively, listeners will be more focused in capturing the core of the message delivered. So that listeners will more easily understand and provide feedback to the giver of the message, both in the form of suggestions, responses, or questions. That way two-way communication has taken place.

Indeed, feedback in an interpersonal communication is an important factor that must occur. That is because the existence of feedback is expected to establish a further relationship and strengthen the relationship between people. In communication, it is said to hear actively if both parties respond to each other both directly and indirectly. Which will occur the exchange of ideas or messages so as to be able to improve existing relationships. In listening actively, there is a situation where all parties will support each other and mutual understanding of the problems that are being experienced so that good feedback occurs can even produce solutions for solving problems that are happening.

In order for this interpersonal communication to run intensely, there are several things that must be considered. First, usually people will be easier to open if he is with someone

who is already known to be even familiar with him. So that the bond of intimacy is very important in an interpersonal communication. Because this communication is personal, so people can not tell or be willing to accept stories from other people. Trust is needed between all parties. The second important thing in this communication is that it takes the right time and conditions to convey the message. All parties must be in a free condition, without any burden or external problems that can affect the smooth communication. Furthermore, active listening skills are needed so that this communication can take place well.

There are several things that can hinder and influence active listening skills, namely in the form of physical barriers and mental barriers. Physical barriers, namely in the form of health senses of hearing and interference originating from the surrounding environment such as: noise (noise), due to errors in the layout of a building, and so on. Then there are also mental barriers, namely in the form of speed and accuracy of the person in thinking, limited insight and knowledge, prejudices both positive and negative arising from an event, impatience, and bad habits such as: showing false attention, interrupting a conversation, and absence early attention and interest in the topic of conversation.

Then the last thing that must be considered in interpersonal communication is feedback. This feedback is as a form of our empathy and sympathy for others. The existence of feedback is expected to provide a solution to the problems experienced. In addition, this feedback can increase a sense of solidarity with others.

Therefore active listening skills in interpersonal communication apparently not only facilitate the communication, but also will have a positive effect on the establishment of a relationship within it. Even with this skill can support the interests of every human being both in terms of business, education, religion, social, political, and so on

Nothing is perfect. Even in the case of active listening, there are obstacles that interfere with the active listening process. With the existence of an obstacle, will make someone more trying and more developed to overcome the obstacles faced. Obstacles are divided into 2 types, namely physical and mental. Physical barriers are health problems, the environment, noise, space layout, temperature, lighting, etc. While mental barriers are speed of thinking, limitations of insight and knowledge, prejudice, and impatience.

15. KEY CONCEPTS OF ACTIVE LISTENING

Listening can mean simply hearing what was said. Active listening is a learned behavior that requires skill and practice. These suggestions can promote active listening:

1. *Display involvement in what the person is saying.* Show interest verbally by encouraging the speaker to say what is on her mind. Show interest nonverbally by focusing on the person who is speaking. Use body posture that shows that the person has your full attention (e.g., lean forward in the chair with hands in your lap; don't lean back in the chair with arms crossed over your chest).
2. *Carefully observe the person speaking.* Observe his words and body language to learn more about how he feels about the situation he is describing.
3. *Resist distractions.* Stay focused on the conversation and avoid doing anything else (answering the phone, starting another conversation) other than listening to what is being said.
4. *Try to stay focused on what is being said.* Notice the speaker's behavior (e.g., nervousness or anger during the conversation), but work at not being distracted by it.
5. *Ask for clarification of anything that you do not fully understand.* Ask questions regarding meaning or intent. Restate or paraphrase what the other person said.
6. *Avoid making judgments about what is said.* Expressing personal views or biases can cloud the communication.

Active listeners speak 30% of the time and listen 70% of the time. Sometimes, we have to try hard not to interrupt the only acceptable reason is to clarify or confirm what has been said.

16. WHY ACTIVE LISTENING IS DIFFICULT

R. Sinurat in his book "Communication Skills 2: empathic and assertive responses" (Pastoral Series 313: 2000, p. 7-8) also emphasizes the importance of Gordon's model's active listening skills. In order for the active listening model to be effective in practice, the counselor must have certain attitudes. These attitudes are:

1. Attitude in trusting the counselee's ability to overcome her feelings and find a solution to her problem. The counselor gives the counselee an opportunity to find a solution to the problem.
2. The attitude of accepting the counselee's feelings seriously, whatever that feeling is
3. Pure awareness that feelings are only temporary (unstable), not fixed. The counselee's feelings will not be forever in the person concerned.
4. The willingness of the counselor to take the time to listen.
5. The counselor must really want to help the counselee face the problem when he is concerned.
6. The attitude of seeing the counselee as a unique person, who is separate, who has his own life, and has his own feelings.
7. Awareness of the counselor that not everyone can directly reveal the real problem faced.
8. The counselor must prioritize the counselee's privacy and keep it confidential.

Many counseling experts reveal that this active listening model is effective and has many benefits in practice. At the practical level active listening models provide many benefits. These benefits are:

1. Encourage catharsis (negative feelings diminish or disappear by expressing it openly).
2. Helping people become less afraid of negative feelings.
3. Develop a warm or intimate relationship.
4. Facilitate problem solving.
5. Influencing people to want to listen to other people's opinions.
6. Train people to direct themselves, be responsible and stand alone.

To be an active listener, one also needs to identify a number of blocks in listening. The following will be presented with a list of obstacles in listening that are intentionally or unintentionally often done but which affect the ability or practice to be a good listener

1. Comparing: listening becomes difficult when we are busy comparing: "Who is smarter?", "Who is luckier?", "Who works harder? You or me? "

2. Mind reading: A mind reader does not really pay attention to the person they are talking to even at what the person is talking about. He tried to find out what the person really thought and felt.
3. Repeat: You will not have time to listen when you repeat / practice what you will say. Your mind prepares your next comment.
4. Filter: no whole message is received if the listener filters the contents of the conversation.
5. Accusation: this obstacle is the tendency most often done because there are certain stereotypes in the person we are talking to.
6. Imagine: enter thick tags listeners who don't really listen usually will be quick and easy to daydream and imagine other things while the conversation continues.
7. Identify: some of the topics in common are the same as the speaker's identity and often interfere with the listener if he intentionally identifies it with him.
8. Advise: in this case the listener acts as if he is the most 'problem solver', always ready with suggestions, input, tips etc. without listening carefully because the listener is busy preparing accurate advice. You cannot listen to the client's feelings if you are only encouraged to give advice.
9. Fighting: sometimes, because you don't listen really we tend to invite other people to argue and even fight. This means we are not willing to open our hearts to listen to what the speaker means.
10. Justify yourself: there is still something to do with fighting, the tendency to listen to yourself results in a desire to justify yourself and finally lose momentum to capture the core message of the person being talked to.
11. Diverting topics: because we don't listen seriously, we will get bored, the boredom will make us easier to divert the topic.
12. Reconcile: that is to say, entertain the person we are talking to quickly so as not to enter the core of deeper discussion because we do not want to listen further.

17. BARRIERS TO ACTIVE LISTENING

While listening to someone, there are many barriers that can prevent a person from really hearing what is being said. These barriers come from both the outside as well as the inside. *External Barriers:* These are the various things that happen around you, such as noises, clutter, and other interruptions, that act as barriers to active listening. Before you start to actively listen to someone, try to eliminate as many of these external barriers (e.g. turn off your cell phone, put down another task that you are doing, etc.) *Internal Barriers Within the Listener:* There are also many barriers to active listening that come from within the listener. They include things such as past experiences, prejudices, assumptions made, certain attitudes, and personality traits, etc. that affect how well you truly hear what is said. Here are some samples:

1. *Comparing:* Trying to figure out how what is being said is better/worse than something else (e.g. “Does she think that she is the only unhappy person? My problem is so much bigger than hers.”)
2. *Personal Experience:* Your own past experience can leave “emotional cotton” in your ears. This can cause you to misinterpret what someone is saying based on your own personal experience not there’s.
3. *Automatic Talking:* Listener responds to the first recognized word speaker says; not to the overall meaning of what the speaker has said.
4. *Mind-Reading:* Thinking in advance that you know what someone is going to say. This can lead to mentally “tuning out” before the speaker is finished talking, or worse yet, interrupting the person to finish their sentence. In either case, this leads to misunderstanding, frustration, and possibly even anger.
5. *Rehearsing:* Trying to figure out what you are going to say in response. Instead of listening to the person, you are thinking about your response to them.
6. *Judging:* Discounting or judging the speaker’s values and therefore writing off what the person is saying. This distorts your ability to really hear their message. (e.g. “Look at that haircut” or “He’s loud and obnoxious.”)
7. *Day Dreaming:* Something the speaker says has triggered your own thought process and you start to day dream.
8. *Fixing/Advising:* This is the tendency to only listen initially to the speaker, then begin to search for a fix or advice to offer the person. Note: People overall do not want to be “fixed”, and most suggestions will be disregarded (unless specifically asked for) and may result in anger toward the fixer.

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9. *Sparring*: You focus on things that you disagree with and will verbally attack the person when they are finished speaking. You fail to take into consideration that this person's experiences are unique, and that only he/she is the expert on themselves.
 10. *Filtering*: Twisting the Message: You only hear what you want to hear and ignore everything else. You do not really hear what is being said.
 11. *Making Assumptions*: This is the process of coming to some kind of conclusion about someone or something with incomplete information. Assumptions about people are made constantly, and can severely limit your ability to communicate effectively and honestly with other people.
 12. *Perceptual Errors*: Perceptions of people and events are often distorted due to the failure to consider important information. You can overemphasize certain things, while downplaying others. This process is affected by a number of factors: age, health, sex, culture, social roles, previous experiences, and even self-concept. People tend to judge others on the basis of how they view ourselves.
 13. *Barriers Within the Speaker*: Sometimes the barriers come from the speaker themselves, which can make true communication difficult.

18. CHARACTERISTICS OF A GOOD ACTIVE LISTENER

The characteristics of the audience in mass communication are as follows:

Anonymous the audience is anonymous, meaning that a large number of audiences do not know each other. For example, in a comedy program on one of the private television channels, there were many viewers from all over Indonesia. An anonymous audience is within the scope of the whole of Indonesia, so it is not possible for an audience to know other audiences.

Heterogeneous audiences means that the audience has diversity both from ethnicity, culture, age, gender, social strata, profession, and so on. Each media has a large audience in various circles, but there are also media that specialize only in one circle. For example, a television program that is only consumed by adults. However, this heterogeneity does not apply because every adult has a diverse age, diverse religions, diverse interests, and so forth.

Have a common goal the character of this audience is owned by each audience both a concrete audience and an abstract audience. Audiences are relatively similar in choosing the mass media they want to consume. The same goal as the character of the audience is related to the similarity of experience in the audience.

Not organized is an audience character that is categorized as an abstract audience. According to Mennicke, the audience or mass is divided into two, namely abstract mass and concrete mass. Abstract masses have characters that do not have a clear and unorganized structure.

Consists of a large number the audience consists of a large number. This large number of audiences spread to various regions, so that a communicator in the mass media can reach it through various programs on television. Without mass communication media, a communicator cannot meet one by one with the audience face to face

Spread everywhere the following character of the audience relates to the number of audiences where a large audience is spread everywhere. That is, the audience is not limited by the scope of time. Every audience can get information wherever and whenever.

Have different perceptions the character of this audience affects the active audience. That is, each audience has a different perception when watching various television shows. This is related to an active audience where the audience plays an important role in selecting which programs are accepted by him. Not all audiences have the same perception.

Physically separated by communicators an audience is physically separated by a communicator. A communicator cannot reach a large number of audiences and spread in

various regions. Therefore, a communkator utilizes technology, namely mass media to reach audiences spread across several regions.

Have the same experience every audience has the same experience and has the desire to share experiences with other fellow audiences. Audiences who have the same experience tend to choose mass media products that affect their lives and the media are often used to make themselves aware.

Tends to be active previously the audience was considered as a passive and easily influenced audience by the mass media. Along with the development of the times, the audience began to be seen as an active audience because it has a great curiosity with various questions and the audience can criticize an event in the media. The audience can also refuse if the media influences it

19. ACTIVE LISTENING AND NEGOTIATION

In every movement of life, communication becomes one of the primary needs of humans. Communication plays an important role in the success of the human world. Experts agree that almost all of human life is used to communicate.

The main essence of good and true communication is mutual understanding, growing sense of togetherness, fun, feeling comfortable, listening and appearing happiness after carrying out the communication process, in other words "solid body and soul". It is also important to understand, that communication is not only limited; text, message, rhetoric, speech, agitation, propaganda, semiotics, discourse, meaning, frame, image, caricature, photo, or media used.

Communication as a multidisciplinary science has many perspectives that must be mastered. A perspective that is often forgotten even though it is very important in the conative goal of communication is listening actively and effectively. Because one of the essence of communication is listening. Why is it so important to listen in the communication process. Research shows that every human being spends his time working with listening around 50%. This value is equal to the combined value of time spent reading, watching, writing and speaking.

In written, sentence, grammar, and presentation format, the message must be considered by both parties so that the message and feedback can be understood. Whereas in oral and face-to-face communication, listening is a way to understand messages for communicants and understand feedback for communicators. Unlike written communication where understanding can be achieved by rereading, listening requires more attention because repetition will cause disruption in communication. Therefore, both communicators and communicants need to listen actively, so that messages and feedback can be understood correctly.

For us, positioning ourselves as active and effective listeners is not an easy effort. Must be able to be objective and be able to understand the message conveyed by the communicant. Effective listening requires concentration, experience and skill. Listening involves the processing of sound in every human brain, by being able to know and know the meaning that is spoken through tones, facial expressions, motion and others. Focus full attention on the information submitted.

Listening is the process of overcoming tendencies and self-perceptions, and releasing plugs that separate themselves from reality. Listening even as a first step we subdue selfishness and know ourselves better.

Even though active and effective listening is almost impossible for most of us. But it must continue to be pursued and carried out, so that selfishness can eventually be defeated. Recognized by listening to communication running effectively, knowledge can be absorbed, avoid problems, problems can be solved, ideas can be realized.

For example, the average world leader has good and effective listening skills, certainly accompanied by speaking ability. Benjamin Franklin once revealed, "remembering that in the conversation more knowledge is obtained through the ear than by mouth. I give second place to the silence between the virtues that I want to develop".

Even the results of Rankin (1929) and Bierker (1980) 's research show that listening is the most widely used means of communication. When speaking, usually listening on several levels; some ignore that person and really don't listen. Some pretend not to listen, some listen but more selectively in certain parts of the conversation. There are also listening attentively and paying attention and focusing energy on the words they say. Good, empathic listening, listening to understand and answer the problems. In the sense of hearing not only with the ears but with the eyes of the heart.

James K. Van Fleet 1996, in his book: "Key to Success with people" reveals the art of effective listening when it is able to give wholeheartedly to others, listen seriously, show interest in people's words, strive to be free from disturbances, show patience, open up mind, hearing every idea, appreciating its contents are not the way to convey them and learn to listen to what is implied.

For David J Swartz in his book "The Magic of Thinking Big" 1996, dividing listening art in three stages; encourage others to speak, test views in the form of questions and be able to concentrate on what others say. In hearing the practice requires a large soul. Hearing is not always silent, but also involves active participation. Hearing good is not hoping for a turn to speak. Hearing is commitment

20. CONCLUSION

Listening is a critical communication skill for managers and consultants, as well as for all of us in our personal lives. Advising someone well on a career, personal, or organizational issue requires that you understand that person's point of view. You can't negotiate effectively until you understand what the other person wants. Effective persuasion depends on a clear understanding of the other person's perspective. In all of these situations, active listening, is crucial to achieving your ultimate communication objectives.

Active listening is a skill that, like other communication skills, must be developed. It does not come naturally to most of us. By practicing you can develop these skills and then integrate them with your other communication skills.

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Critical Listening, We can be said to be engaged in critical listening when the goal is to evaluate or scrutinize what is being said. Critical listening is a much more active behavior than informational listening and usually involves some sort of problem solving or decision making.