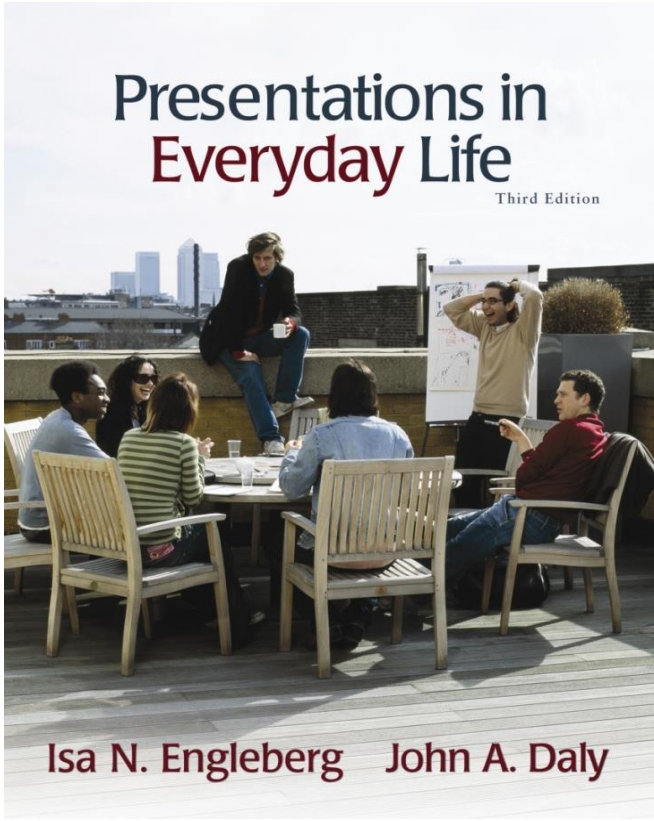
Chapter 3:
Listening and Critical Thinking



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Chapter 3: Listening and Critical Thinking

What is Listening?

Effective Listening Habits

What is Critical Thinking?

Effective Critical Thinking Habits

Speaker and Audience Responsibilities

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What Is Listening?

Listening is the ability to . . .

- understand, analyze, respect, appreciate
- appropriately respond to the meaning of another person's spoken and nonverbal messages.

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Time Spent Communicating

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How Well Do You Listen?

- Most people cannot accurately report 50% percent of a spoken message.
- Without training, most people listen at only 25% efficiency.
- Listeners often distort or misunderstand the intended meaning of spoken messages.

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Types of Listening

- Discriminative: Distinguish a language's sounds, words, and nonverbal cues
- Comprehensive: Accurately understand the *meaning* of spoken and nonverbal messages
- Empathic: Relate to a person's situation, feelings, or motives
- Analytical: Evaluate whether a message is reasonable
- Appreciative: Value how a person thinks and speaks

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Multiple Choice Question

Which type of listening answers the question: *What does the speaker mean?*

a. discriminative listening
b. comprehensive listening
c. empathic listening
d. analytical listening
e. appreciative listening

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Basic Listening Principles

- Use Your Extra Thought Speed
  - Identify and summarize key points
  - Pay attention to nonverbal behavior
  - Analyze the speaker's arguments
  - Assess the presentation's relevance
- Apply the Golden Listening Rule
  - Listen to others as you would have them listen to you!

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Speech vs. Thought Speed

- People talk at 125–180 words per minute
- People think at 400 words per minute
- Thought speed is the speed at which most people can think compared to the speed at which they can speak
- What do *you* do with this excess time?

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The Seven Habits of Effective Listeners

1. Overcome distractions
2. Listen for big ideas
3. "Listen" to nonverbal behavior
4. Make it personal
5. Paraphrase
6. Listen before you leap
7. Ask a question

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The Art of Paraphrasing

- The ability to restate what people say in a way that indicates you understand them
- A form of feedback that asks "Am I right? Is this what you mean?"
- Matches the content, depth, meaning, and language of a member's message

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Male-Female Listening

- Men are more likely to be comprehensive and analytical listeners. Men tend to hear facts.
- Women are more likely to be empathic and appreciative listeners. Women are usually more aware of the mood of communication.

Deborah Tannen, *You Just Don't Understand*

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What Is Critical Thinking?

- Critical Thinking is the kind of thinking you use to analyze what you read, see, or hear to arrive at a justified conclusion or decision.
- Effective critical thinking always has an outcome such as a conclusion, decision, opinion, or behavior.

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The Toulmin Model of Argumentation

- The **Toulmin** method is an informal method of reasoning. Created by the British philosopher Stephen **Toulmin**, it involves the data, claim, and warrant of an **argument**. These three parts of the **argument** are all necessary to support a good **argument**.

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Toulmin's Model of Argument

Three Basic Elements

- Claim – the conclusion or position you are advocating
- Data – the evidence you use to support the claim
- Warrant – your explanation of how the data support and prove the claim

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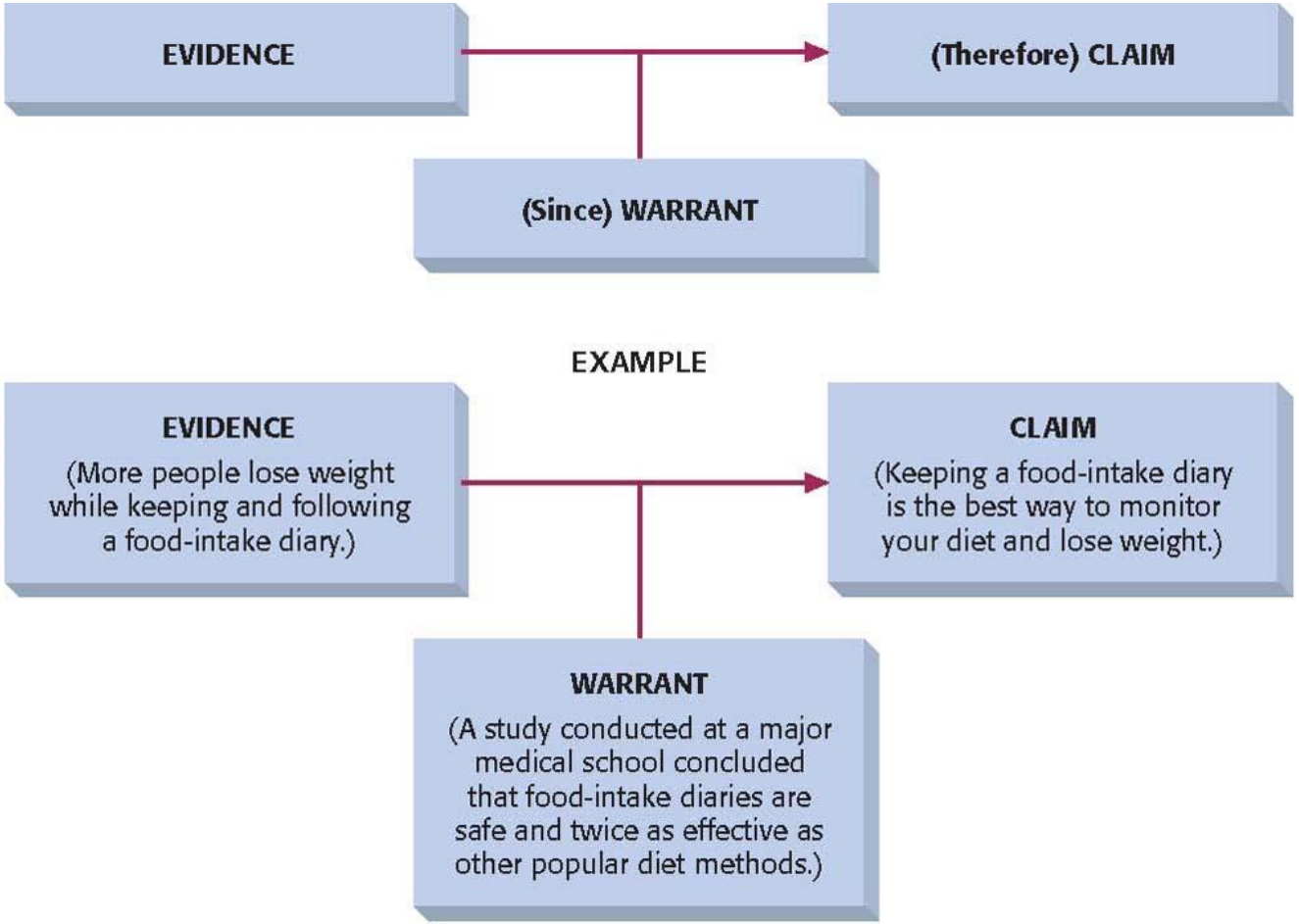
Toulmin's Model of an Argument



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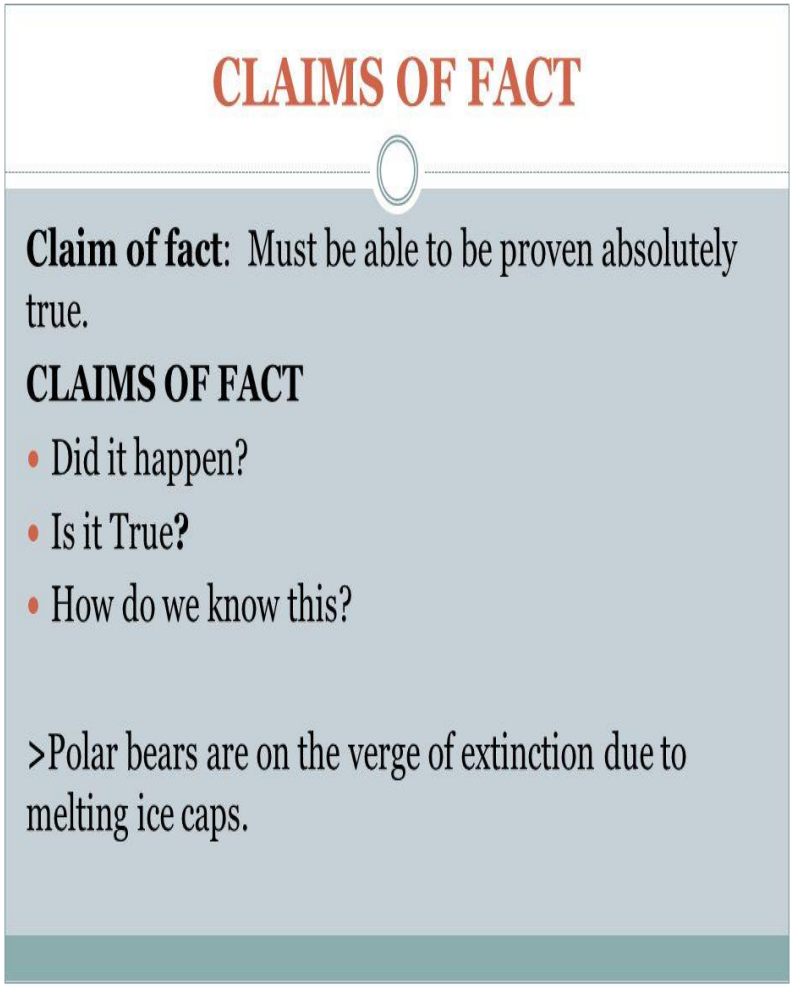
Clarify Your Claims

- Claims of Fact

  State that something is true, that an event occurred, that a cause can be identified, or that a theory explains a phenomenon



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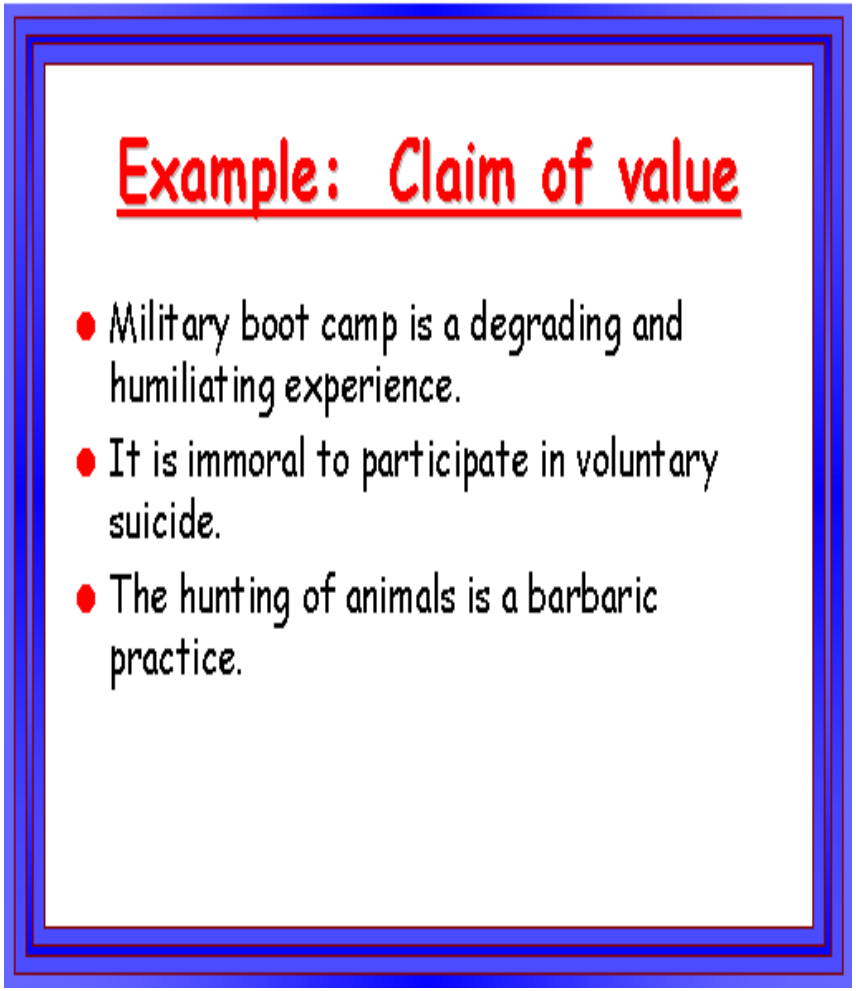
Clarify Your Claims

- Claims of Value

  Assert that something is worthwhile – good or bad, right or wrong, best or worst



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Clarify Your Claims

- Claims of Conjecture

  Suggests that something will or will not happen in the future

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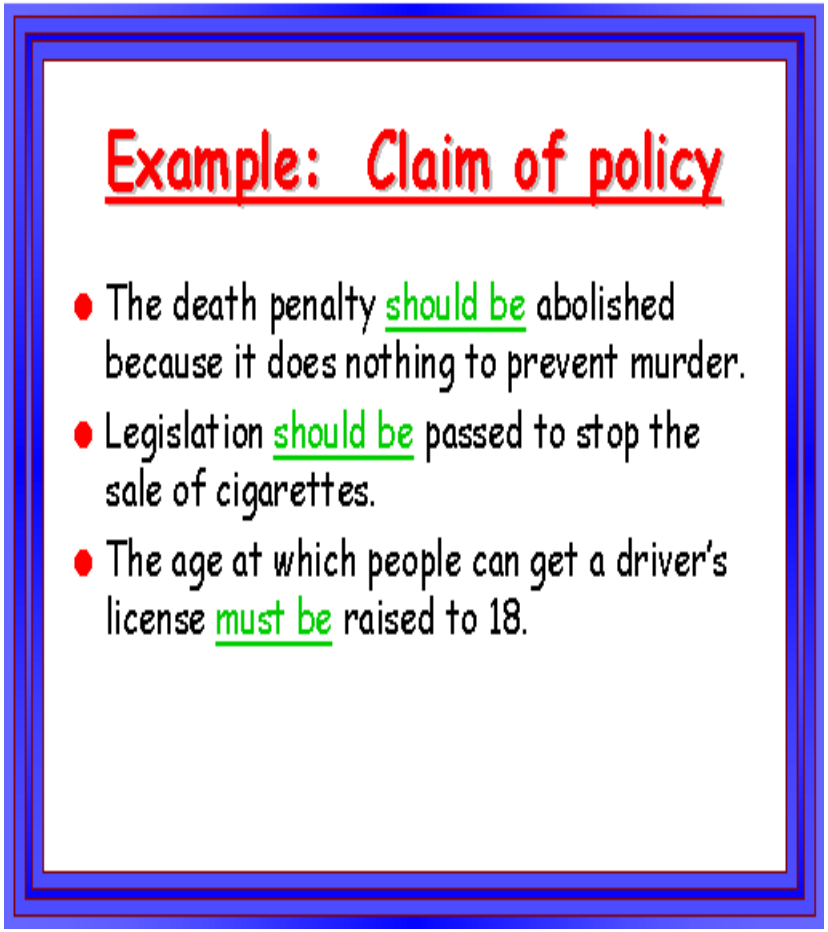
- Claims of Policy

  Recommend a particular course of action or systematic procedure to solve a problem



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Toulmin's Model of Argument

Three Additional Elements

- Backing – provides support for the argument's warrant
- Reservation –recognizes exceptions to an argument; indicates that a claim may not be true under certain circumstances
- Qualifier – states the degree to which the claim appears to be true

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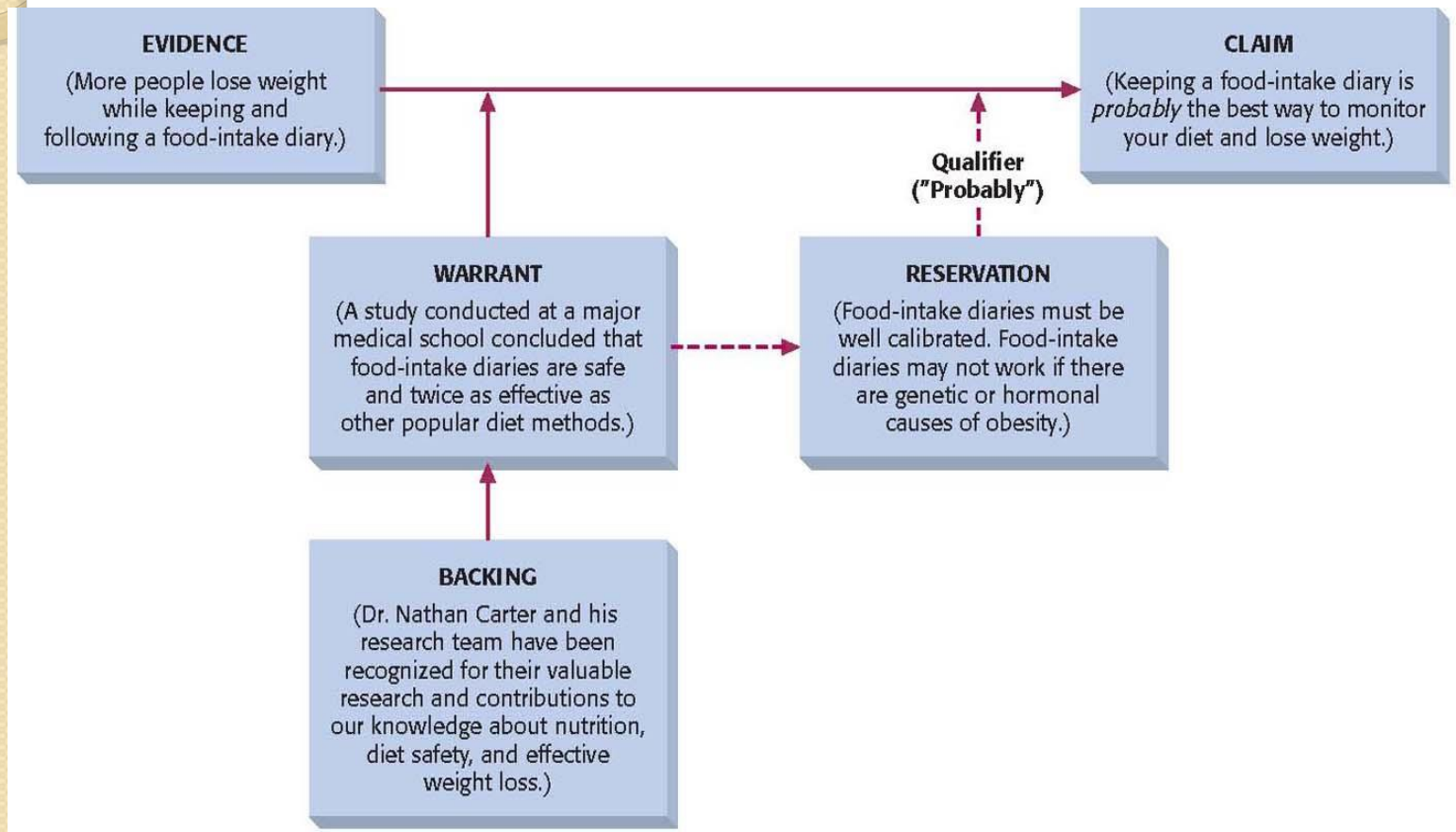
The Complete Toulmin Model of an Argument



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Matching Question

A. Claim
B. Data
C. Warrant
D. Backing
E. Reservation
F. Qualifier

__Under what circumstances might the claim not be warranted?

__How does the evidence lead to the claim?

__What is the conclusion?

__Are the warrant and evidence valid?

__With how much certainty can the claim be made?

__What evidence supports the claim?

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Toulmin's Model of Argumentation – Legalizing Marijuana

https://www.youtube.com/watch?v=FdYVEWipjhE

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Facts and Inferences

- Fact: A statement that can be proven true or false. *Example: Abraham Lincoln was a U.S. President.*
- Inference: A conclusion or opinion based on facts. *Example: Abraham Lincoln is the greatest of all United States Presidents.*

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Fact or Inference?

A businessman had just turned off the lights in the store when a man appeared and demanded money. The owner opened a cash register. The contents of the cash register were scooped up, and the man sped away. A member of the police force was notified promptly.

1. Someone opened the cash register.
2. The robber was a man.
3. The man who appeared did not demand money.

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Four Habits of Critical Thinkers

- Rethink your purpose
- Think like your audience
- Test your thinking on others
- Avoid wishful thinking

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What Kind of Thinking Do You Do Best?

- Analyze ideas and opinions?
- Synthesize existing ideas to create new ones?
- Apply knowledge to solve problems?
- Recall dates, names, events, places, ideas?
- Evaluate or critique theories and strategies?
- Interpret and explain facts?

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Benjamin Bloom

- An American educational psychologist who made contributions to the classification of educational objectives and to the theory of mastery learning

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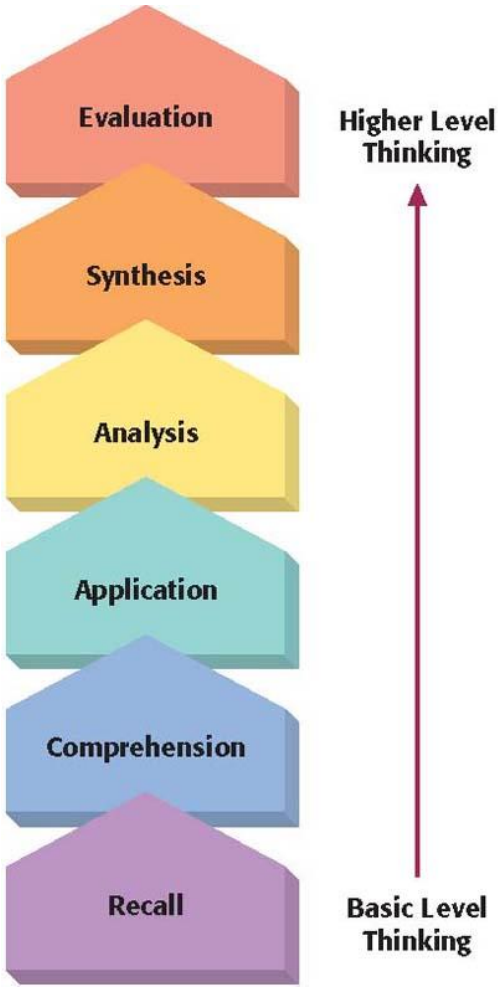
Bloom's Taxonomy of Thinking



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Match the Type of Thinking

A. Recall
B. Comprehension
C. Application
D. Analysis
E. Synthesis
F. Evaluation

___ Analyze ideas/opinions

___ Synthesize old ideas to create new one

___ Remember dates, names, events, places, ideas

___ Apply knowledge to solving problems

___ Evaluate or critique theories and strategies

___ Interpret/explain facts

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Match the Type of Question

A. Recall
B. Comprehension
C. Application
D. Analysis
E. Synthesis
F. Evaluation

___ True or False: Most people speak at 125-150 words per minute.
___ Compare and contrast facts and inferences.
___ Explain how you would follow the critical thinking habit: Avoid Wishful Thinking.
___ Define "thought speech."

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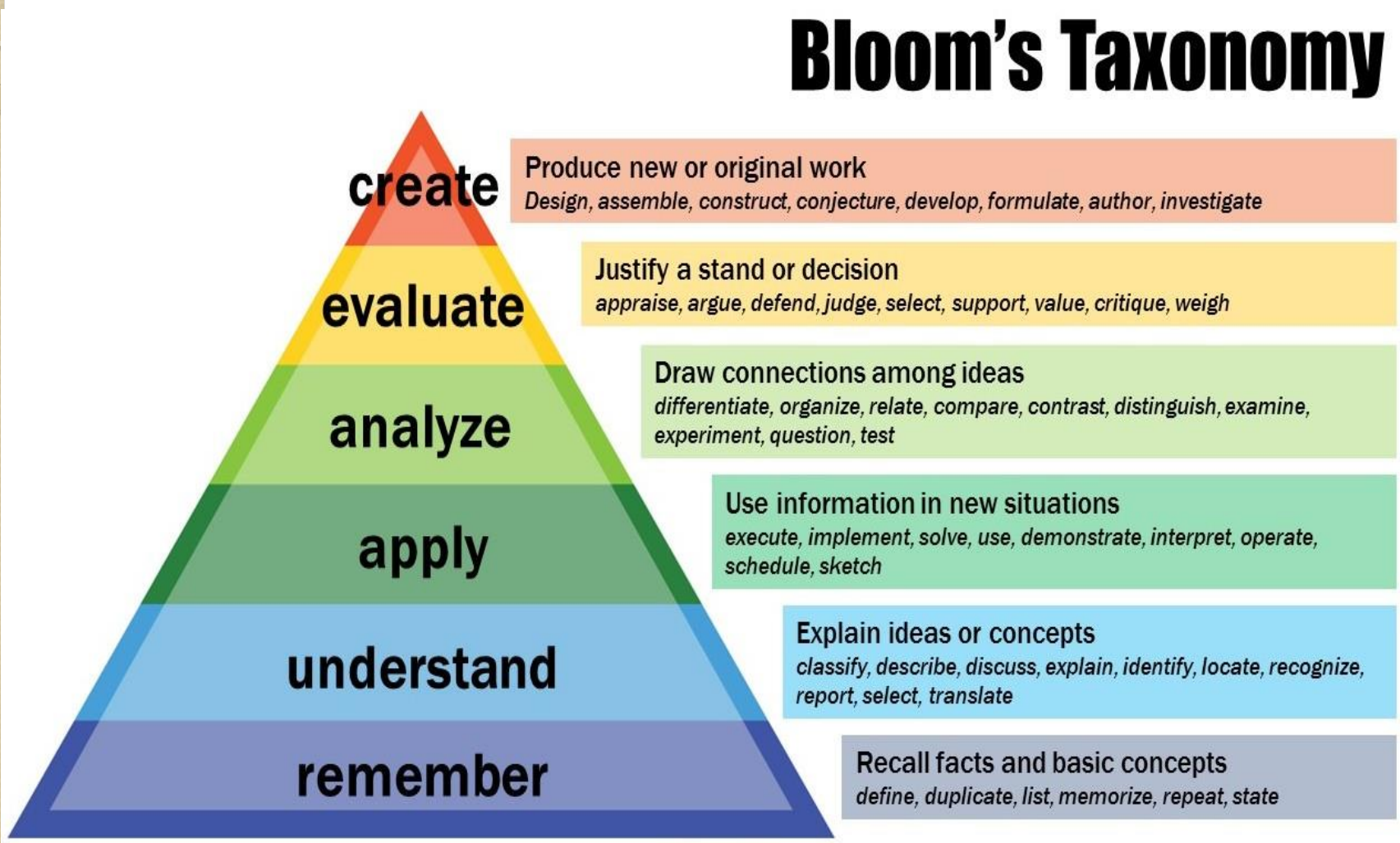
Examples of Bloom's Taxonomy



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