



Scientific Listening: How to Settle Communication Barriers Within an Organization

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Abstract. Communication has always been one of the most inescapable things in human life, but we have found in different studies that many factors can cause us to form communication barriers. So we found the problem, why do we make errors in communication? We've all had the experience of being "off the same channel" when we're speaking. How can we make sure we always understand? After identifying problems in communication, can we solve them differently? In this article, we made a step-by-step analysis. First of all, we introduce the situation in which we usually have communication disorders and the existing research results. General communication skills and problems will be introduced. You get a pretty good idea of what's available. Next, let's focus on one of those elements -- listening. Our research shows that listening is a very important communication skill. So we spend a lot of time talking about why listening is important and how to improve your listening skills to "listen effectively". After reading our article, readers can quickly have an understanding of listening and learn certain skills to enhance their competitiveness in the workplace.

Keywords: Efficient · Listening · Communication barriers · Organization

1 Introduction

As a part of our life, the essentials of communication have been talked about by people many times. Scholars these days are paying more and more attention to communication estrangement and error. To amendment, these unnecessary misunderstandings, the study of communication skills becomes a theme that is helpful and attractive. However, listening is one of the communication skills which is important for people to learn and use. If talking is a way to express oneself, listening could be one method to accept others. Most of the researchers put their attention on the importance of listening to inform people to improve their listening skills. Listening functions in different places have been talked about for a long time, too. As a student, listening to classmates and teachers would be important. Also, in the workplace, getting information from the manager or customers'

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G. Ali et al. (Eds.): ISEMSS 2022, ASSEHR 687, pp. 2074–2081, 2022.

https://doi.org/10.2991/978-2-494069-31-2_244

needs to be done well. Nonetheless, only a few of them explain how to improve listening skills in detail. People are noticing the importance of listening respectively but have no idea to become an expert in listening. In this article, we will mention the general information about listening and put most of the effort into how to improve one's listening skills with details. The research on listening skills needs to be done with more information, and in this article, we would introduce some important details people need to know to improve their ability to listen.

First of all, the necessary process before listening to others is communication. The relationship between communication and listening is obvious. Therefore, in listening, we should first understand some problems with communication. There is a certain amount of error in communication, which means that not everyone can say exactly what he or she is thinking, and not all listeners can say exactly what the speaker is saying. This is a communication error, and this is the first problem we studied. So the next research question is the importance of listening, which is an important argument to support the article. Listening to others is an important thing, and having good listening skills will improve the quality of the conversation. Then the last point is how to effectively use the skill of listening to improve the conversation, make the conversation comfortable and effective, and finally achieve a satisfactory result.

In the first research question "the generation of communication error", we will study it from four different angles. They are cultural differences, environmental impact, communication style, and personal status. In the second part, "The Importance of listening", we will demonstrate this problem from the three points of environment, feeling, and self-improvement. The final section is "how to use the skill of listening effectively". Then, we will combine the above two views to refine the third part and cite some literature to make the solution to this problem more convincing.

Efficient listening is to better achieve the goal of eliminating communication barriers. Communication is a human instinct, an exchange of ideas and information between people, a process of conveying information from one person to another and gradually spreading it widely. Communication is the beginning of collective human activity and a prerequisite for the existence of human civilization. It is the constant refinement and advancement of communication skills that have evolved and shaped the highly civilized human society of today. Communication is the cornerstone of interpersonal emotions. Efficient and barrier-free communication is what creates healthy interpersonal relationships. Efficient communication is the basic means and way for people to survive, create, develop and progress. Communication is essential for a group to share opinions and exchange experiences; for an organization to set tasks, resolve conflicts, and so on. Communication is in a sense the essence of getting along with people. The most critical and essential part of communication is the skill of listening, which permeates all aspects of communication, and therefore perfect communication is closely related to efficient listening. With the progress of the times and the increase of socialization of production, interactions between people can become increasingly complex, and this brings with it more barriers to communication, the expansions of social organizations and the increase of group members lead to more and more complex interpersonal relationships within the group organization, and interpersonal communication becomes more and more difficult and important. The elimination of communication barriers, the use of effective

listening to establish good interpersonal relationships and interpersonal communication networks, and the realization of effective communication in social groups are of great importance to the survival and future development of individuals and organizations.

2 The Dilemma of Internal Communication

In this modern age we live in, we receive, send and process an enormous amount of information every day. But successful communication is much more than just sharing information; it is also a way to understand the emotions behind those messages. Communication happens not only in our personal lives but also in our professional lives. Therefore, developing good and effective communication skills is becoming more and more important in our lives, and there are three main communication skills that more and more people are focusing on training and developing. These three communication skills are non-verbal communication and emotion control, listening.

Nonverbal communication is the process of transferring information without using words in the process of interpersonal communication. Compared with verbal communication, it has the characteristics of continuity and multi-channel in the communication process followed by strong reliability. The basic form is mainly three: one is body language, that is, the meaning information system expressed by body movements and other features. Such as facial expressions, gestures, postures, touching and hugging, and other forms of physical contact. They can replace natural language, complement the expression of deeper meaning and reveal real feelings. For example, the orientation of the body can indicate a person's attitude toward communication. If people do not want to communicate with others, they may take the way of turning their backs to avoid communication; in communication, different postures can express different emotions, such as "happy", "sad", and "angry" will have corresponding postures. People adopt a relaxed posture in non-threatening situations, and a tense and defensive posture in threatening and fearful situations, and people with lower status in an environment are more rigid and tense, while people with higher status are more relaxed. Second, eye contact can be used to show understanding, encouragement, and enthusiasm for the other person or disgust and fear, in addition to being a warning precursor to aggressive behavior. The eyes are an important area of the face used for nonverbal communication, and eye contact with others represents connection, engagement, interest, and attention, while a wandering gaze represents avoidance of contact. Some people use a blink and a movement of the eyebrows to indicate interest. The longer eye contact is established between two people, the higher the level of intimacy tends to be, and the emotion of liking usually increases with an increased gaze. The third form is the class language. It generally includes sound elements and functional pronunciation. It includes some pronunciations without fixed word meanings, such as crying, laughing, sighing, etc. For example, laughing to indicate the smoothness and fun of the conversation.

Emotional control is also an important part of communication skills. Emotion control refers to the study of individual and group perceptions of their own emotions and the emotions of others to develop the ability to manage emotions and, as a result, to communicate well. Emotion control consists of two main components: emotion management and emotion feedback. Emotion management has both scientific rules to follow and artistic use. Emotion management emphasizes the friendship and warmth of interpersonal

relationships, the importance of using human emotions to control human behavior, the realization of interpersonal interaction, and the full use of self-organization and self-regulation within the management system, through the detection of their own emotions to complete. In the detection of their own bad emotions, through self-control to effectively curb their adverse effects, so that communication can continue, to achieve a good result. Emotional feedback is the ability to accurately receive and digest the emotions in the words of others through communication. Giving good feedback to the other person at the right time and with the right words makes the communication more effective.

Although the research and thinking about communication and its techniques are relatively mature, there are still some shortcomings in communication within organizations, such as inefficient communication, communication errors, etc. These problems are mainly caused by the current unscientific listening and the lack of attention to listening. In the process of communication within an organization, we often have the misconception that listening is the same as listening, but this idea is completely wrong. Hearing is the process of transmitting sound waves to the brain via the auditory nerve after they have caused vibrations in the eardrum; and, landing is the process of the brain reconstructing these electrochemical impulses into a reproduction of the original sound and then giving it meaning. To put it simply: hearing is automatic, except for some objective reasons, such as illness, trauma causing deafness, etc. People spend most of their time hearing, and hearing is a human instinct. But listening is more like a choice. Just like sometimes people dislike a person, they will automatically or unconsciously “block out” the voice they don’t want to hear, or boring stories, endless complaints, people will selectively “listen” rather than reality. Therefore, when this cognitive error is brought into the organization’s internal communication, it can lead to some poor results, especially in negotiation and division of labor. In addition, the modern information society also brings everyone a lot of information and overload, in today’s information age makes our life full of different kinds of information. Not only from friends and relatives but also from various platforms. When we are constantly confronted with this flood of information, it is difficult for us to listen effectively at all times. The second reason for communication problems within organizations is the preconceptions that are deeply rooted. Preconceptions mean that we tend to focus on issues that we care about. For example, when we are thinking about our subsequent work schedule, it is difficult to listen to others 100% carefully.

3 The Importance of Listening

Physiologically speaking, listening is the process by which the brain reconstructs these electrochemical impulses into a reproduction of the original sound and then gives it meaning. In other ways, listening is an important means by which we receive social, learning, and access information from the outside world. Communication between people requires correct verbal expressions, and more importantly, people need to listen with their hearts. Listening means listening with the ears, observing with the eyes, asking questions with the mouth, thinking with the brain, and feeling with the heart, in other words, listening is an active search for information. Listening creates a great fascination for human emotional communication, listening is everywhere and everywhere, and is a

large part of people's lives. Successful listening is not only about understanding verbal or written information but also about understanding how the speaker is feeling during the communication process. Effective listening, on the other hand, can be defined as the intellectual and emotional process of synthesizing sensory, emotional, and intellectual input in a conversation, seeking its meaning and understanding [1]. In layman's terms, it is not only the ears but also the eyes, brain, and heart that are 'listening'. The specific performance can be divided into eight: First, to maintain eye contact with the speaker. Second, in the listening process show appropriate approving nods and appropriate facial expressions. Third, learn to avoid distracting gestures or gestures. Fourth, ask relevant questions at the appropriate time. Fifth, provide an appropriate amount of repetition and summary of the speaker's points. Sixth to avoid interrupting the speaker. Seventh, as a listener, do not talk too much. The last point is to learn to consciously switch the role of the listener and the speaker [2].

That's why effective listening can bring many benefits to communication within an organization and is therefore of great importance. One importance is that effective listening can help build stronger, deeper relationships between interlocutors. Careful listening can also create an appropriate environment in which each person feels safe to express ideas, opinions, and feelings, or to plan and solve problems in creative ways. Thus problems between communications can become solved, too [3]. And listening makes it easier to infer the other person's personality, work experience, work attitude, interests, etc. so that you can choose a more targeted approach to solving the problem, especially when negotiating or seeking orders.

The second importance is to listen well to speak well. Effective listening is the basis of any other communication method, others speak more attentively to listen, and being more observant of others will not appear counterproductive communication results [4]. Because through effective listening, we can understand the other party's motivation and strengths and the crisis they face, so that we can more quickly identify the key points and open the opportunity to persuade and cooperate with them. Only through effective listening to understand the strengths and weaknesses of others, we can better fit the topic when we speak next time. In addition, through efficient listening, we can also learn from the strengths of others to reduce the occurrence of mistakes. A good listener identifies the strengths of others and creates the conditions for their strengths to be put to use.

Third, effective listening itself is also an effective way to encourage, can improve each other's self-confidence and self-esteem, deepen mutual affection, and stimulate each other's enthusiasm for work and responsible spirit [5]. What's more, listening not only satisfies the self-esteem of others but also mobilizes their enthusiasm. Listening is an art. When listening to each other, if you choose to listen intently, lean forward, a nod from time to time, and respond at the right time, not only is respect for each other but also let each other deeply encouraged and thus, open the heart. Listening effectively can also be a good way to create a good image for the individual. From and to speed up the flow of things.

4 How to Realize Scientific Listening

The use of listening is widespread in both life and work. Learning to listen properly can make you more productive. In learning how to listen properly, we not only improve

the efficiency of our communication but also change the way we think. In the following sections, I will introduce you to several ways to improve your listening. As you practice listening, you can also improve comprehension, as well as memory, which goes hand in hand with listening. Of course, listening isn't something you learn in a day or two. It takes practice and practice over time to become a good listener and communicator [6].

The first way to improve your listening skills is to "listen with purpose". Just as literally, you can anticipate what the speaker is going to say and what information you are trying to capture in the content before you listen [7]. This way, while listening, you will be able to capture information that is useful to you and respond to it, rather than receiving a lot of "useless information" that you waste your time discussing. This is very similar to IELTS listening students, who read the questions as they hear them and make guesses about the questions. Their guess might be vague as the word could be an adjective or a verb; but sometimes the range is small like the word could go in one of four directions. This helps them quickly find the most important words they need as they listen. This illustrates the importance of identifying your goals before you listen [8]. As I said earlier, you may not have a very specific goal. People's minds are constantly moving in conversation, and we can't always guess what they're going to say next. However, we do know that at work, our goal is to close a deal, get approval, or confirm a proposal. So in this case, the goal is to find keywords like, "I think this..." or "Confirmed, this product..." And some useless sentences like "many people feel that..." We can give up.

Another skill you need to master is "giving a positive response", giving the other person some guidance to make sure you're hearing what you want to hear [9]. It can be as simple as a nod or a smile. All you have to do is send out the "I want to hear this information" signal and make sure the other person gets it and gives the right response. It's like a teacher in a school. Here the listener is the student, and the speaker is the teacher. When he hears that the students enjoy listening to him tell history stories, then he will tell more history stories. And how did he know that his classmates liked to listen to historical stories? It could be a few classmates laughing, more eye contact, or more active sharing, all of which can be called positive feedback. You give the narrator something (a good reward), so he is more willing to do it. This is also a psychological concept. When you're talking to your business partner and you want to know more about their product design, you can show more interest when he mentions the product and increases your eye contact frequency to keep him talking about the topic. Of course, your goal is to get the information you want after leading, and you can't forget to continue to catch the keywords as you listen.

In the end, mindfulness can be the most important part of listening. You must listen attentively in case you miss something. There is no need to say too much about the importance of concentration, just like you didn't listen carefully in class, but you can't do any homework when you go home. In the workplace, missing information in a meeting can lead to the failure of the entire task, or a number may not be written down so that subsequent calculations cannot be performed. There are a few things you can do to focus. First of all, you can try to take notes and write down keywords in a book as you listen. When you write, you focus on listening to the next sentence and looking for the key points that make you serious. Of course, you can also try to force yourself to repeat the meaning of the last part of the speech (to make sure you understand). This method

allows you to concentrate quickly to understand, which is great for listening to foreign language lectures [10]. Or, if you're in a meeting, keep asking yourself questions about what you've just said to make sure it sticks in your mind. For example, if you're listening to a biology teacher talk about some new information, you might ask yourself where do skeletal muscles usually locate? What is the main function of the digestive system? System consolidate what you've learned and stay focused.

5 Conclusion

The research from the beginning to the end of this thesis indicates that effective listening is the basis for any other form of communication to be carried out further. Without efficient listening, no effective communication results will be born. The lack of listening in human communication is equivalent to the loss of a soul. Efficient listening is not only the cornerstone of communication but also the lubricant between human relationships. Efficient listening can close the distance between people and break the barriers between people. Efficient "listening" represents the ethics of openness, acceptance, respect, and care. In this "listening" relationship, the listener and the listened to are equal and open to each other, and they have a certain degree of mutual dependence and empathy in the spirit. This creates a safe and pleasant psychological experience, which dissolves the barriers and contradictions between people and forms a relationship of mutual concern, care, and encouragement, and builds an equal and harmonious public relationship. Efficient "listening" is accompanied by a complex experience of wisdom and reasoning, where the listener is encouraged to clarify his or her thoughts and language so that his or her views can be refined, while the listener reshapes his or her views through the complex interaction of the other's views with his or her own, thus pushing the thinking deeper. The mutual "listening" between groups will allow different and diverse views to be expressed and respected, which will change a linear way of thinking and interpersonal relationships. This results in a "symphonic" relationship that will further deepen thinking and problem-solving. However, as times change and the way people relate to each other shifts, the question of how to achieve the most effective listening becomes an issue that varies from person to person. In combination with the variety of factors that lead to ineffective listening, the approach included in this thesis is limited in that it does not encompass all cases of ineffective listening.

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