

COS06: Removing the Barriers to Listening

The failure to listen effectively comes about not because of any deliberate intention to do so, but because of certain factors that prevent its achievement. These factors are termed 'barriers to listening', and may result from internal, human behaviours, or the external environment.

By understanding what these barriers are, and the effect they have on the ability to listen, the learner will be both able, and motivated, to remove them.

During this course, we're going to be taking a look at the barriers to effective listening - the various factors that lead to a breakdown of the reception and decoding stages of the human communication process.

Course Content

- List and describe the internal and external barriers to effective listening
- Explain the negative effects of such barriers to effective listening
- Identify the conditions and personal attitudes that legislate against effective listening

Course Duration

- 35 minutes

Available in:

- Audio
- Non-audio

Delivered via:


- Internet

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