

Looking Out, Looking In

Chapter 7: Study Questions

Type your answers to the following questions—handwritten work will not be accepted.

Due date:

1. List and define the five elements of listening.
2. What is the difference between listening and hearing?
3. List and define the seven types of non-listening.
4. List and define the ten factors that interfere with our ability to be good listeners.
5. List and define the seven methods we can use to improve listening/responding.