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USING LISTENING TECHNIQUES FOR TEACHING YOUNG LEARNERS

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Abstract

This work proposes “Using listening techniques for teaching young learners” This work, proposes a deep explanation of using different listening techniques while teaching EFL and overcoming difficulties occurring while teaching. Using songs and various activities can be an effective method to motivate students, encourage active learning, and develop key critical thinking, communication, and decision-making skills of young learners

ANNOTATSIYA

Ushbu maqola "Yosh o'quvchilarni o'qitish uchun tinglash texnikasini qo'llash" ni taklif qiladi. Bu ish EFLni tinglashni o'rgatish paytida yuz beradigan qiyinchiliklarni bartaraf etishda turli tinglash texnikalaridan foydalanishni chuqur tushuntirishni taklif qiladi. Qo'shiqlardan va turli mashqlardan foydalanib, talabalarni rag'batlantirish, faol o'rganishni rag'batlantirish va o'quvchilarning

muhim tanqidiy fikrlash, muloqot va qaror qabul qilish ko'nikmalarini rivojlantirish uchun samarali usul bo'lishi mumkin.

Keywords: listening skills, enjoyment, accuracy, relationships, message

Kalit so'zlar: tinglash qobiliyati, zavqlanish, aniqlik, munosabatlar, xabar

Hear What People Are Really Saying

Listening is one of the most important skills you can have. How well you listen has a major impact on your job effectiveness and on the quality of your relationships with others.

For instance:

- We listen to obtain information.
- We listen to understand.
- We listen for enjoyment.
- We listen to learn.

Given all the listening that we do, you would think we would be good at it! In fact, most of us are not, and research suggests that we only remember between 25 percent and 50 percent of what we hear. That means that when you talk to your boss, colleagues, customers, or spouse for 10 minutes, they pay attention to less than half of the conversation.

Turn it around and it reveals that when you are receiving directions or being presented with information, you are not hearing the whole message. You hope the important parts are captured in your 25-50 percent, but what if they are not.

Clearly, listening is a skill that we can all benefit from improving. By becoming a better listener, you can improve your productivity, as well as your ability to influence, persuade and negotiate. What's more, you will avoid conflict and misunderstandings. All of these are necessary for workplace success!

In today's high-tech, high-speed, high-stress world, communication is more

important than ever, yet we seem to devote less and less time to really listening to one another. Genuine listening has become a rare gift—the gift of time. It helps build relationships, solve problems, ensure understanding, resolve conflicts, and improve accuracy. At work, effective listening means fewer errors and less wasted time. At home, it helps develop resourceful, self-reliant kids who can solve their own problems. Listening builds friendships and careers. It saves money and marriages.

Here are 10 tips to help you develop effective listening skills.

Step 1: Face the speaker and maintain eye contact.

Talking to someone while they scan the room, study a computer screen, or gaze out the window is like trying to hit a moving target. How much of the person's divided attention you are actually getting? Fifty percent? Five percent? If the person were your child you might demand, "Look at me when I'm talking to you," but that is not the sort of thing we say to a lover, friend, or colleague.

In most Western cultures, eye contact is considered a basic ingredient of effective communication. When we talk, we look each other in the eye. That does not mean that you cannot carry on a conversation from across the room, or from another room, but if the conversation continues for any length of time, you (or the other person) will get up and move. The desire for better communication pulls you together.

Do your conversational partners the courtesy of turning to face them. Put aside papers, books, the phone, and other distractions. Look at them, even if they do not look at you. Shyness, uncertainty, shame, guilt, or other emotions, along with cultural taboos, can inhibit eye contact in some people under some circumstances. Excuse the other person, but stay focused yourself.

Step 2: Be attentive, but relaxed.

Now that you've made eye contact, relax. You don't have to stare fixedly at the other person. You can look away now and then and carry on like a normal person.

The important thing is to be attentive. The dictionary says that to "attend" another person means to:

- be present
- give attention
- apply or direct yourself
- pay attention
- remain ready to serve

Mentally screen out distractions, like background activity and noise. In addition, try not to focus on the speaker's accent or speech mannerisms to the point where they become distractions. Finally, don't be distracted by your own thoughts, feelings, or biases.

Step 3: Keep an open mind.

Listen without judging the other person or mentally criticizing the things she tells you. If what she says alarms you, go ahead and feel alarmed, but don't say to yourself, "Well, that was a stupid move." As soon as you indulge in judgmental bemusements, you've compromised your effectiveness as a listener.

Listen without jumping to conclusions. Remember that the speaker is using language to represent the thoughts and feelings inside her brain. You don't know what those thoughts and feelings are and the only way you'll find out is by listening.

Don't be a sentence-grabber. Occasionally my partner can't slow his mental pace enough to listen effectively, so he tries to speed up mine by interrupting and finishing my sentences. This usually lands him way off base, because he is following his own train of thought and doesn't learn where his thoughts are headed. After a couple of rounds of this, I usually ask, "Do you want to have this conversation by yourself, or do you want to hear what I have to say?" I wouldn't do that with everyone, but it works with him.

Step 4: Listen to the words and try to picture what the speaker is saying.

Allow your mind to create a mental model of the information being communicated.

Whether a literal picture or an arrangement of abstract concepts, your brain will do the necessary work if you stay focused, with senses fully alert. When listening for long stretches, concentrate on, and remember, key words and phrases.

When it's your turn to listen, don't spend the time planning what to say next. You can't rehearse and listen at the same time. Think only about what the other person is saying.

Finally, concentrate on what is being said, even if it bores you. If your thoughts start to wander, immediately force yourself to refocus.

Step 5: Don't interrupt and don't impose your "solutions."

Children used to be taught that it's rude to interrupt. I'm not sure that message is getting across anymore. Certainly the opposite is being modeled on the majority of talk shows and reality programs, where loud, aggressive, in-your-face behavior is condoned, if not encouraged.

Interrupting sends a variety of messages. It says:

- "I'm more important than you are."
- "What I have to say is more interesting, accurate or relevant."
- "I don't really care what you think."
- "I don't have time for your opinion."
- "This isn't a conversation, it's a contest, and I'm going to win."

We all think and speak at different rates. If you are a quick thinker and an agile talker, the burden is on you to relax your pace for the slower, more thoughtful communicator—or for the guy who has trouble expressing himself.

When listening to someone talk about a problem, refrain from suggesting solutions. Most of us don't want your advice anyway. If we do, we'll ask for it. Most of us prefer to figure out our own solutions. We need you to listen and help us do that. Somewhere way down the line, if you are absolutely bursting with a brilliant solution, at least get the speaker's permission. Ask, "Would you like to hear my ideas?"

Step 6: Wait for the speaker to pause to ask clarifying questions.

When you don't understand something, of course, you should ask the speaker to explain it to you. But rather than interrupt, wait until the speaker pauses. Then say something like, "Back up a second. I didn't understand what you just said about..."

Step 7: Ask questions only to ensure understanding.

At lunch, a colleague is excitedly telling you about her trip to Vermont and all the wonderful things she did and saw. In the course of this chronicle, she mentions that she spent some time with a mutual friend. You jump in with, "Oh, I haven't heard from Alice in ages. How is she?" and, just like that, discussion shifts to Alice and her divorce, and the poor kids, which leads to a comparison of custody laws, and before you know it an hour is gone and Vermont is a distant memory.

This particular conversational affront happens all the time. Our questions lead people in directions that have nothing to do with where they thought they were going. Sometimes we work our way back to the original topic, but very often we don't.

When you notice that your question has led the speaker astray, take responsibility for getting the conversation back on track by saying something like, "It was great to hear about Alice, but tell me more about your adventure in Vermont."

Step 8: Try to feel what the speaker is feeling.

If you feel sad when the person with whom you are talking expresses sadness, joyful when she expresses joy, fearful when she describes her fears—and convey those feelings through your facial expressions and words—then your effectiveness as a listener is assured. Empathy is the heart and soul of good listening.

To experience empathy, you have to put yourself in the other person's place and allow yourself to feel what it is like to be her at that moment. This is not an easy thing to do. It takes energy and concentration. But it is a generous and helpful thing to do, and it facilitates communication as nothing else does.

Step 9: Give the speaker regular feedback.

Show that you understand where the speaker is coming from by reflecting on the

speaker's feelings. "You must be thrilled!" "What a terrible ordeal for you." "I can see that you are confused." If the speaker's feelings are hidden or unclear, then occasionally paraphrase the content of the message. Or just nod and show your understanding through appropriate facial expressions and an occasional well-timed "hmmm" or "uh-huh."

The idea is to give the speaker some proof that you are listening, and that you are following her train of thought—not indulging in your own fantasies while she talks to the ether.

In task situations, regardless of whether at work or home, always restate instructions and messages to be sure you understand correctly.

Step 10: Pay attention to what isn't said—to nonverbal cues.

If you exclude email, the majority of direct communication is probably nonverbal. We glean a great deal of information about each other without saying a word. Even over the telephone, you can learn almost as much about a person from the tone and cadence of her voice than from anything she says. When I talk to my best friend, it doesn't matter what we chat about, if I hear a lilt and laughter in her voice, I feel reassured that she's doing well.

Face to face with a person, you can detect enthusiasm, boredom, or irritation very quickly in the expression around the eyes, the set of the mouth, the slope of the shoulders. These are clues you can't ignore. When listening, remember that words convey only a fraction of the message.

Examples of Active Listening Techniques

There are plenty of active listening techniques that will improve the impression you can make at a job interview.

Active listening techniques include:

- Building trust and establishing rapport.
- Demonstrating concern.
- Paraphrasing to show understanding.

- Nonverbal cues which show understanding such as nodding, eye contact, and leaning forward.
- Brief verbal affirmations like “I see,” “I know,” “Sure,” “Thank you,” or “I understand.”
- Asking open-ended questions.
- Asking specific questions to seek clarification.
- Waiting to disclose your opinion.
- Disclosing similar experiences to show understanding.

Examples of Active Listening

It's often easier to learn by reading examples. Here are some examples of statements and questions employed with active listening:

- Building Trust and Establishing Rapport: “Tell me what I can do to help.” “I was really impressed to read on your website how you donate 5 percent of each sale to charity.”
- Demonstrating Concern: “I am eager to help you; I know you are going through some tough challenges.” “I know how hard a corporate restructuring can be – how is staff morale at this point?”
- Paraphrasing: “So, you are saying that the uncertainty about who will be your new supervisor is creating stress for you.” “So, you think that we need to build up our social media marketing efforts.”
- Brief Verbal Affirmation: “I understand that you would like more frequent feedback about your performance.” “Thank you. I appreciate your time in speaking to me.”
- Asking Open-Ended Questions: “I can see that John's criticism was very upsetting to you. Which aspect of his critique was most disturbing?” “It's clear that the current situation is intolerable for you. What changes would you like to see?”
- Asking Specific Questions: “How long do you expect your hiring process to last?” “What is your average rate of staff turnover?”

- Waiting to Disclose Your Opinion: “Tell me more about your proposal to reorganize the department.” “Can you please provide some history for me regarding your relationship with your former business partner?”
- Disclosing Similar Situations: “I was also very conflicted about returning to work after the birth of my son.” “I had the responsibility of terminating four of my personnel, due to downsizing, over the last two years. Even if it’s necessary, it never gets easier.”

By employing these active listening techniques, you will impress your interviewer as a thoughtful, analytical, highly desirable candidate for the position. Think about possible situations that may occur during an interview and come up with strategies to allow you to listen actively.

Conclusion

Listening is an active process, as the mind actively engages in making meaning. It is therefore our duty as teachers to ensure that the materials we use are comprehensible to our young learners, as well as within the range of what they are developmentally ready for. Listening is also hard work! And can be stressful! So in order to maximize the potential for the acquisition of language, we need to ensure that our young learners are not stressed about this process.

Developing listening skills is a fundamental component of any ESL/EFL curriculum for YLs, and songs are regarded as one of the most effective techniques to this end. Songs have a definite place in the YL classroom; they provide meaningful and enjoyable language practice, especially in fostering listening skills. The hope is that the more songs YLs experience, the better language learners they will become. The effectiveness and importance of songs increase when they are used in combination with TPR, which involves game-like movements. It is my hope that the sample lesson plan in this course work will bring songs to the attention of teachers of English to YLs and reinforce the practice of using songs in ESL/EFL contexts. It is important that ESL/EFL teachers understand the reasons

for using songs in the YL classes and understand teaching procedures.

Then they will discover their own reasons for and ways of using songs effectively and meaningfully in their respective teaching contexts.

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