

# Listening and Interpersonal Skills

## Journals and publications



## Journal articles relating to Listening Skills

### [International Listening Association Bibliography of Listening 1928- 2000](#)

This comprehensive bibliography of journal articles, books and related documentation was maintained until 2000 and is more or less complete up until 1998 (see link above). The compilers recommend that later articles and books are sourced through online libraries; a selection of more recent articles can also be found below.

### [Clues to Patients' Explanations and Concerns About Their Illnesses - A Call for Active Listening](#) - Forrest Lang, Michael Floyd & Kathleen Beine, **Archives of Family Medicine, Volume 9, No 3, Pages 222-227, March 2000.**

This study was concerned with investigating the 'clues' patients often give to physicians about the real concerns they face with respect to their illness. The findings from the study were used to develop a taxonomy of 'clues' that the authors suggest could enable physicians, through active listening, to identify the concerns of their patients more easily. The abstract of the this article is available from the publisher's website and can be accessed from the title link above.

[Communication Skills in Psychiatry Residents - How do they handle patient concerns? An application of sequence analysis to interviews with simulated patients](#) - Rimondini M, Del Piccolo L, Goss C, et al, *Psychotherapy and Psychosomatics*, Volume 75, No 3, Pages 161-169, 2006.

This study involved coding how residents in psychiatry responded to patients' expressions of concern in a series of simulated consultations. Findings suggested that psychiatrists tended to respond with passive listening in these situations prompting the authors to suggest that more attention should be given to developing active listening skills within the profession. The abstract is available from the publisher's website and can be accessed from the title link above.

[The Listening Loop: a model of choice about clues within primary care consultations](#) - Simon Cocksedge & Carl May, *Medical Education*, Volume 39, Issue 10, Page 999, October 2005, DOI 10.1111/j.1365-2929.2005.02264.x.

The authors of this article point out the importance of listening in medicine and emphasise that it must extend beyond initial encounters with patients in order to detect the sometimes subtle clues that they give. A study was conducted which allowed researchers to identify a number of factors which may influence how likely GPs are to detect clues given by patients. These are discussed within the context of the 'listening loop' model. The abstract of this article can be found at the publisher's website which can be accessed from the title link above.

[\*\*Management Communication in Non-U.S. MBA Programs - Current Trends and Practices\*\*](#) - Melinda Knight, Business Communication Quarterly, Volume 68, Pages 139-179, June 2005.

This study reviewed features of management communication training provided within MBA programs. The author noted that although communication skills training is well represented within the curriculum of MBA courses, there is variation in terms of the specific ways it is delivered. The abstract of this article is available from the publisher's website, accessed from the title link above.

[\*\*Examining the Relationship between Listening Effectiveness and Leadership Emergence - Perceptions, Behaviors and Recall\*\*](#) - Johnson S. D. and Belcher C., Small Group Research, 29 (4), Pages 452-471, August 1998, IDS 108DU, ISSN 1046-4964

This study aimed to assess whether effective listening was associated with leadership emergence in a small group situation. Findings showed that these two attributes were positively related suggesting that emergent leaders may possess good listening skills. The abstract of this article is available from the publishers website at the above link.

**Connectionist Model of Language Processing and the Training of Listening Skills with the Aid of Multimedia Software** - Jan H. Hulstijn, Computer Assisted Learning, Volume 16, No 5, Pages 413-425, 2003.

This article describes the development of a software package designed to aid listening comprehension in second language learning. The authors note that the tool is based on a combination of connectionist and symbolist principles. The abstract to this article is available from the publisher's website and can be accessed from the title link above.

**[Discovery Listening - Improving Perceptual Processing](#)** - Magnus Wilson, ELT Journal, Volume 57, No 4, Pages 335-343, 2003. DOI 10.1093/elt/57.4.335.

This article describes a technique to develop skills in second language listening that is based on bottom-up (word recognition) rather than top-down (general gist, context) notions. The abstract of this article is available from the publisher's website and can be accessed from the title link above.

## Articles relating to Interpersonal Skills

### [Workplace Communication - What the Apprentice Teaches About](#)

[Communication Skills](#) - Katherine N. Kinnick & Sabrena R. Parton, Business Communication Quarterly, Volume 68, No. 4, Pages 429-456, 2005, DOI 10.1177/1080569905282099.

This study examined the skills and competencies that were associated with success in the first series of the reality television show The Apprentice. Along with effective leadership skills, good interpersonal skills were the attributes that were most rewarded by other members of the team and the assessors. The abstract of this article is available from the publisher's website, accessed from the title link .

### **Developing Effective Interpersonal Communication and Discussion Skills -**

Karl L. Smart & Richard Featheringham, Business Communication Quarterly, Volume 69, Pages 276-283, September 2006.

In this article, the authors identify the need for students studying within the broad discipline of business to develop good interpersonal and discussion skills. They then go on to describe an innovative technique (based around a 'fishbowl discussion') that they have designed and are using to aid skill development. There is no free to view abstract for this article.

## Articles relating to Questioning Skills

[The Art of Questioning](#) - Dennis Palmer Wolf, Academic Connection, Pages 1-7, 1987.

This article provides a summary of a keynote talk delivered by Dennis Wolf to the Summer Institute of the College Boards Educational Equality Project held in California in 1986. Wolfs' talk covered a range of issues relating to questioning in the classroom. The article can be accessed from the title link above.

[The questioning skills of tutors and students in a context based baccalaureate nursing program](#). Profetto-McGrath, K. Bulmer Smith, R. Day, O. Yonge , Nurse Education Today, Volume 24, Issue 5, Pages 363-372, 2004.

This study was conducted to assess the nature of the questions asked in tutorial situations by educators on a Canadian baccalaureate nursing programme. Findings suggest that most questions related to lower level processes (e.g. comprehension) and the authors suggested that more efforts should be directed towards teaching both students and tutors how to use questioning to encourage deeper level processing (e.g. critical thinking). The abstract can be accessed from the title link above.

**Questioning skills facilitate online synchronous discussions** - Wang, C. H.,  
Journal of Computer Assisted Learning, Volume 21, Pages 303-313, 2005.

This study shows that effective questioning skills can have a positive impact on online synchronous discussion. Open-ended questions elicit intellectual discourse that in turn can facilitate the process of knowledge construction. There is no free to view abstract for this article.

## Articles relating to Interpersonal Skills in a Virtual World

**Technology Acceptance and Social Networking in Distance Learning** - Lee, J.-S., Cho, H., Gay, G., Davidson, B., & Ingraffea, A. (2003). *Educational Technology & Society*, Volume 6(2), Pages 50-61

This study considered the user acceptance of technology in a distance learning environment. Two different theoretical approaches were taken to identify the ways in which attitudes were formed and changed with time. The study involved testing the effect of social influence and the possible effect of communication channels on social information processing.

**Virtuality and the Shaping Of Educational Communities** - Robin Goodfellow. *Education, Communication & Information*, Volume 5 No 2, 2005.

This article argues that the inclusivity of a virtual learning community is determined by the social practices of the community as well as the interactions of the individual participants.

**Stimulating collaboration and discussion in online learning environments** - Jim Clark. *Internet and Higher Education*, Volume 4, Pages 119-124, 2001.

This article considers the challenge of a silent, uncooperative group and looks at methods of stimulating collaboration and discussion in an online learning environment.

**Working on educational research methods with masters students in an international online learning community** - Hudson, B. Owen, D. & van Veen, K, British Journal of educational Technology, Volume 37, No 4 Pages 577-603, 2006.

This aim of this study is determine the conditions required to achieve communication, interaction and collaboration in an online learning environment.

**Encountering Virtual users: A Qualitative Investigation of Interpersonal Communication in Chat Reference** - Marie L. Radford, Journal of the American Society for Information Science and technology, Volume 57(8), Pages 1046-1059, 2006.

This study identified interpersonal communication dynamics between users and librarians present in both synchronous and asynchronous dialogue. Results revealed that interpersonal skills important in a face-to-face situation are also present in a virtual reference service.

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