

# Listening and Interpersonal Skills

## Journals and Books



## Journals and Books relating to Listening Skills

**[Listening the Forgotten Skill](#)** - Madelyn Burley-Allen, John Wiley & Sons Inc, 1995 ISBN 0471015873

'In this new edition of her classic guide to the art of effective listening, Madelyn Burley-Allen shows you how to acquire active, productive listening skills and put them to work - professionally, socially, and personally'. The title link above accesses the appropriate page in the publisher's website.

**The Business of Listening 3rd edition** - Diane Bone, Crisp Publications Inc, May 2002, ISBN 1560525908.

This book and associated instructor guide provides techniques to improve listening skills. The book includes self assessment and an e-learning CD with supporting materials.

**[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.

[\*\*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.

[\*\*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.

## Journals and Books relating to Interpersonal Skills

**Visible Thought, The new psychology of body language** Geoffrey Beattie (Professor at the Department of Psychology, University of Manchester and official Big Brother psychologist), Routledge : East Sussex, 2004 ISBN 0-415-30810-0

This book presents a new theory of bodily communication concentrating on the movements of the hands and arms when speaking. Careful scrutiny of these movements can reveal a great deal about the thinking of the individual; sometimes more than they had intended. Drawing on examples from the Big Brother house, the author explains how these ideas developed and outlines some of the philosophical and practical implications of this new theory. An overview of the book and purchasing details can be found at the publisher's website, accessed from the title link.

[Guide to Interpersonal Communication](#) - Joann Baney, Pearson Prentice Hall, 2004

This book is designed to help people improve their interpersonal skills. Strategies are suggested for developing skills in a range of different areas relating to communication. The title link above provides access to the appropriate page in the publisher's website; a review of this book is available from Business Communication Quarterly, Volume 68, Pages 378-381, 2005.

## **[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.

## Journals and Books 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.

[Questions and Questioning Techniques](#) - Zubair Amin & Khoo Hoon Eng, Basics in Medical Education, Chapter 15, World Scientific Publishing Co, Singapore, 2003.

The authors of this general text about learning and teaching in the medical domain include a chapter dedicated to questions and questioning techniques. The chapter considers the importance of good questioning, draws on examples of a range of techniques and considers the necessity of wait-time during questioning. This chapter is free to view on the publishers website and can be accessed from the above link.

# Journals and Books relating to Interpersonal Skills in a Virtual World

**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.

**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.

**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.

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

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