**LISTENING**

Barriers:

 External: noise, physical distractions,

being uncomfortable

 Internal: feelings, thoughts,

attitudes, motivation,

50% without

help

Perception influences our

decoding of messages

Listening=mental-receiver is responsible—it becomes a habit

Hearing= physical

**STEP 4: Remembering**

 **STEP 1: acquiring**

 **STEP 2: attending**

**STEP 3: understanding**