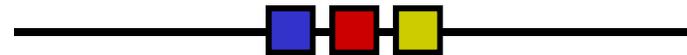
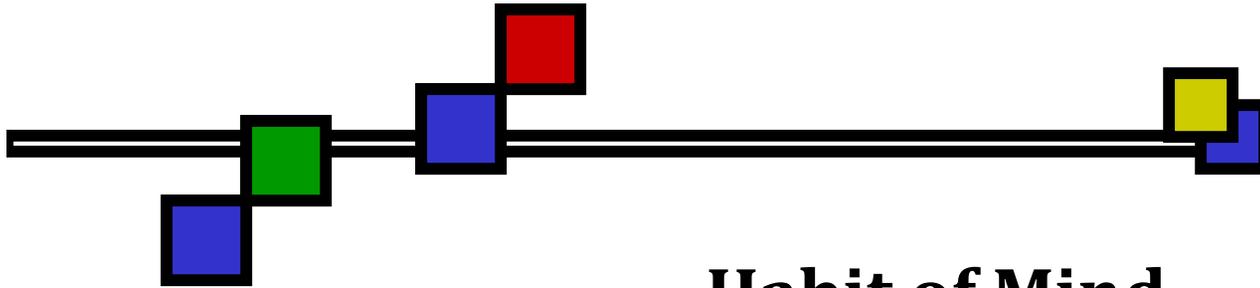


Listening and Memory

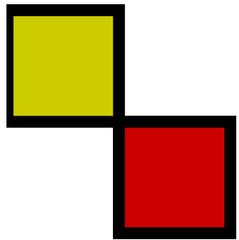
Concentrating to master knowledge



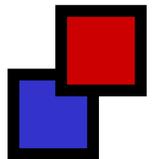
Chapter 6



Habit of Mind -- *Listening with Understanding and Empathy*

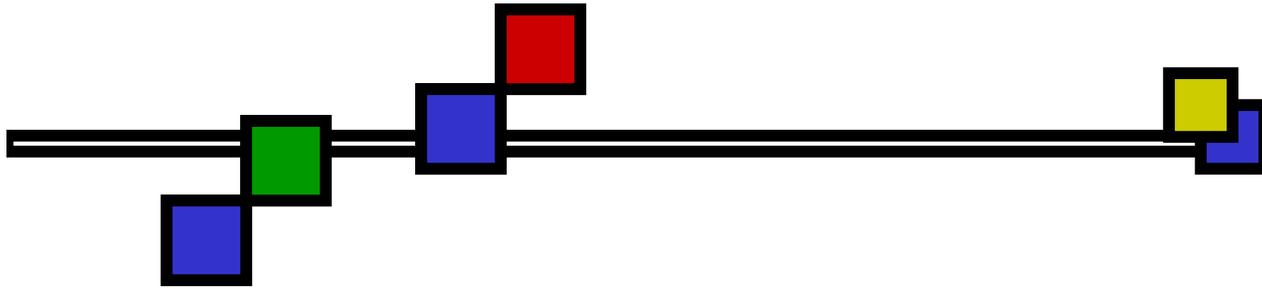


“People with this habit of mind are **able to take on the diverse perspectives of others**. They gently demonstrate their understanding and empathy by recapping, building on, clarifying, or giving examples.”

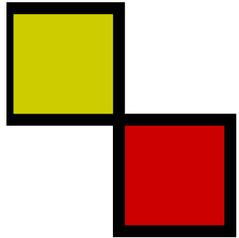


Art Costa

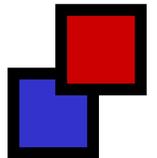
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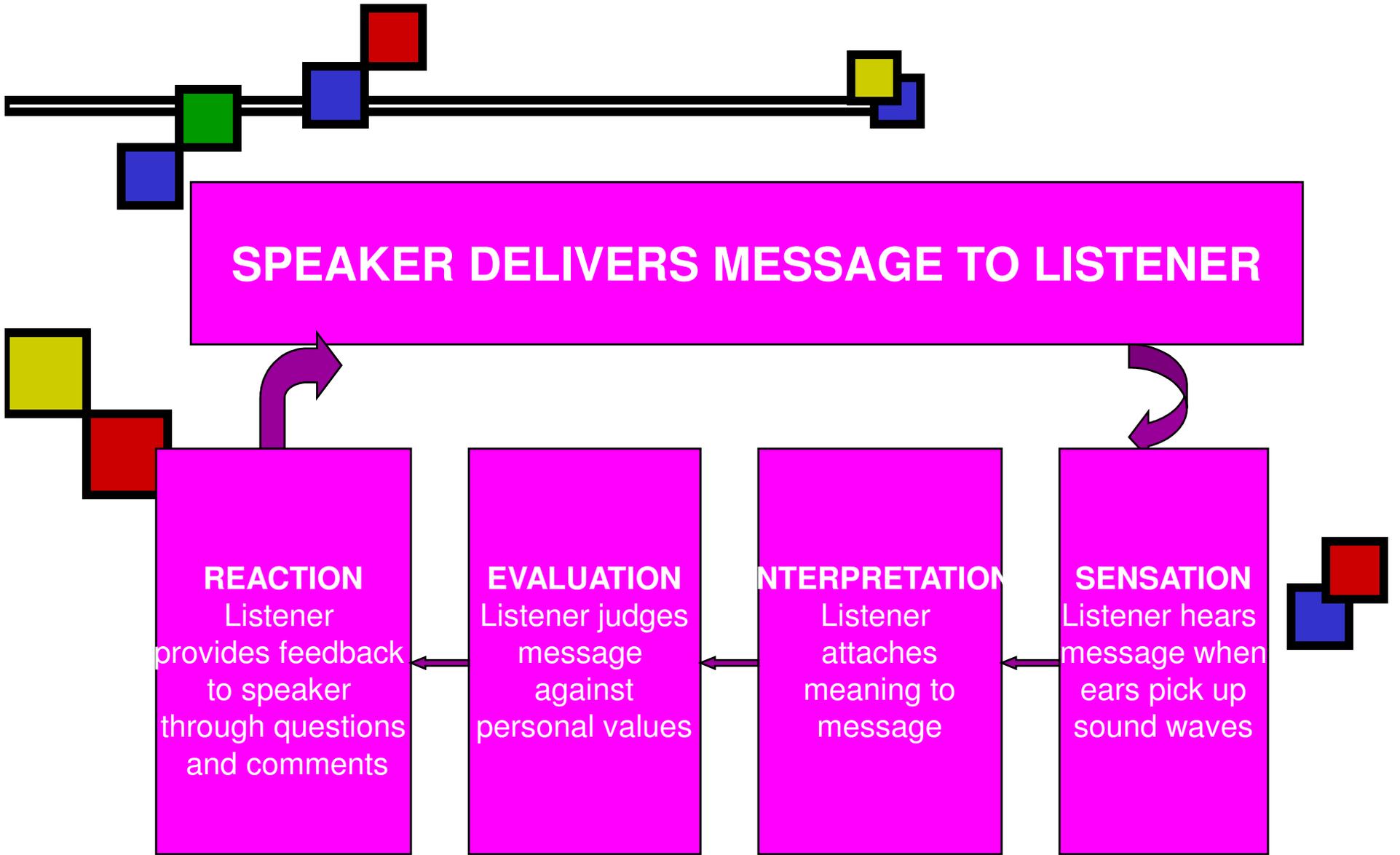


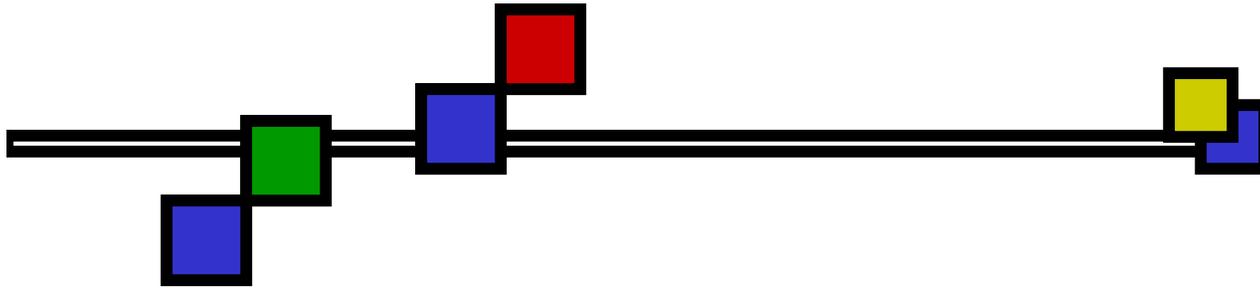
How can you become a better listener?



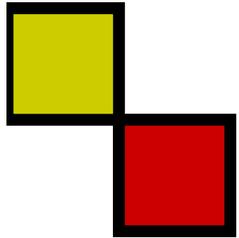
- Know the stages of listening
 - ⚙ Sensation
 - ⚙ Interpretation
 - ⚙ Evaluation
 - ⚙ Reaction





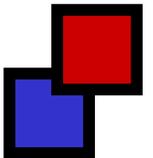


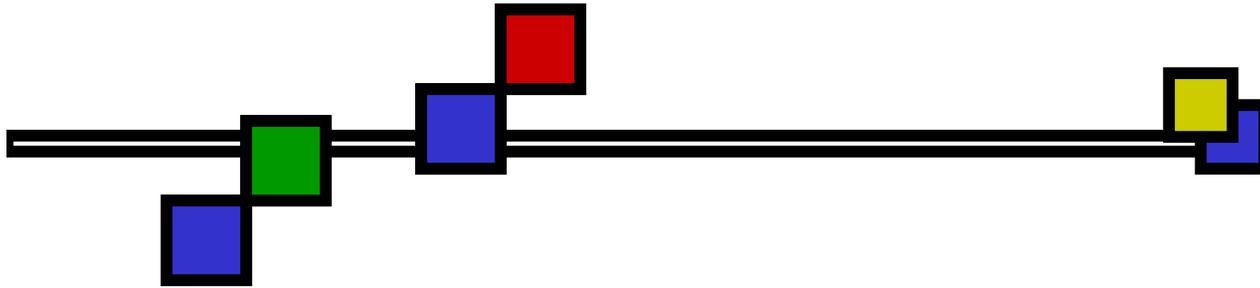
How can you become a better listener?



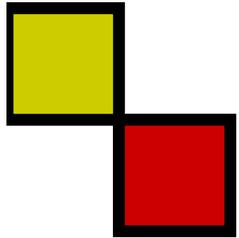
Manage listening challenges

- ✿ Divided attention and distractions
- ✿ Shutting out the message: tuning out and missing information that forms the foundation for what comes next
- ✿ The rush to judgment: turning to personal reactions and away from the content of the speaker's message
- ✿ Partial hearing loss and learning disabilities



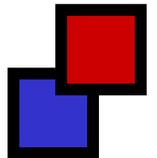


How can you become a better listener?



Become an active listener

- ✿ Set purposes for listening
- ✿ Ask questions
- ✿ Pay attention to verbal signposts (spoken words or phrases that call your attention to the information that follows)
- ✿ Know what helps and hinder listening



Verbal signposts (Table 6.1)

Pay attention to verbal signposts.

TABLE 6.1

SIGNALS POINTING TO KEY CONCEPTS

There are two reasons for this . . .
A critical point in the process involves . . .
Most important, . . .
The result is . . .

SIGNALS OF SUPPORT

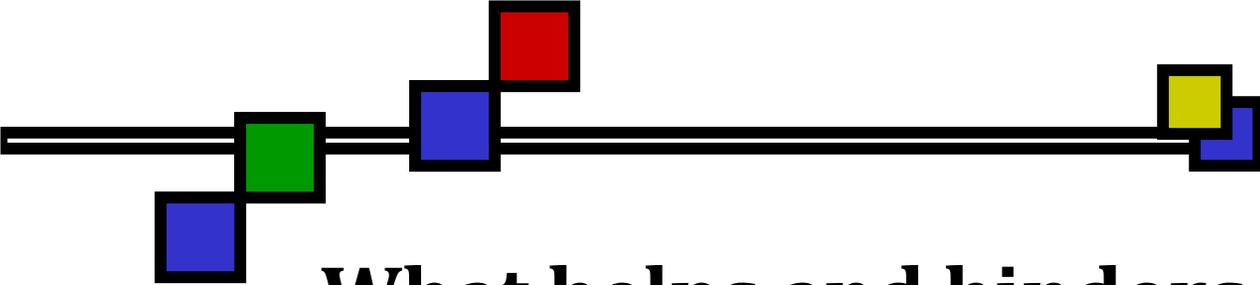
For example, . . .
Specifically, . . .
For instance, . . .
Similarly, . . .

SIGNALS POINTING TO DIFFERENCES

On the contrary, . . .
On the other hand, . . .
In contrast, . . .
However, . . .

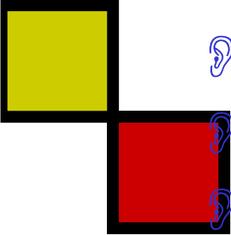
SIGNALS THAT SUMMARIZE

Finally, . . .
Recapping this idea, . . .
In conclusion, . . .
As a result, . . .

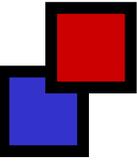


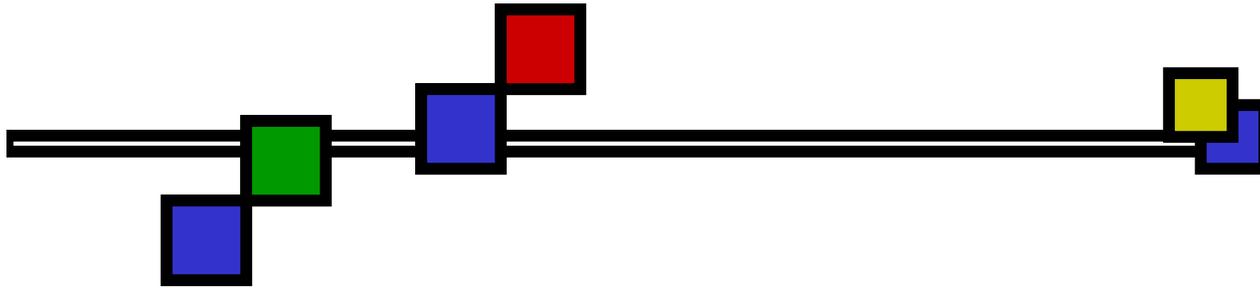
What helps and hinders listening

What helps?

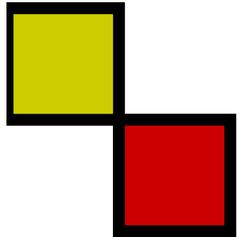
- 
- Working to listen
 - Fighting distractions
 - Staying with it when a subject is difficult
 - Withholding judgment
 - Focusing on speaker theme
 - Adjusting to speaker style
 - Pushing past negative responses
 - Taking time to evaluate

What hinders?

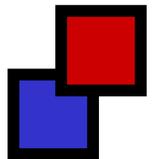
- 
- Not caring about listening
 - Letting yourself be distracted
 - Giving up when you lose interest
 - Becoming preoccupied with judgment
 - Getting sidetracked by details
 - Being rigid with notetaking form
 - Letting an emotional response disrupt listening
 - Thinking about other things

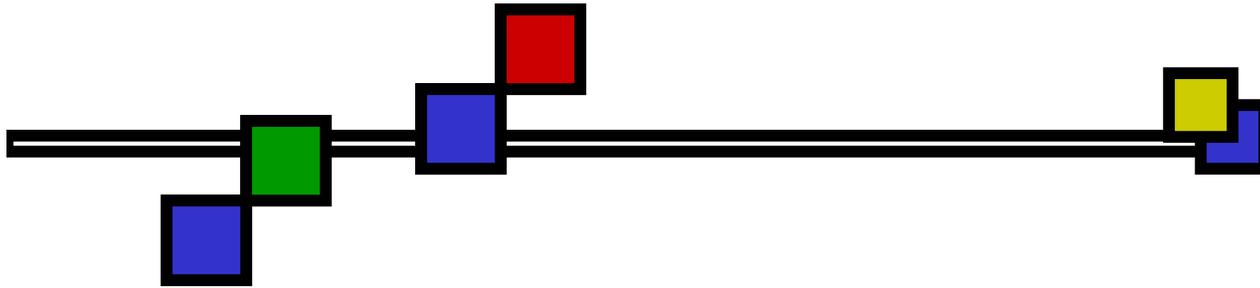


Types of memories

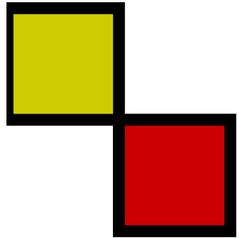


- Sensory memory
 - ✿ An exact copy of what you see and hear and lasts for a second or less
- Short-term memory
 - ✿ A temporary information storehouse that lasts no more than 10 to 20 seconds
- Long-term memory
 - ✿ The mind's permanent information storehouse

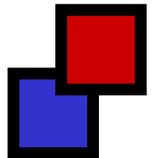


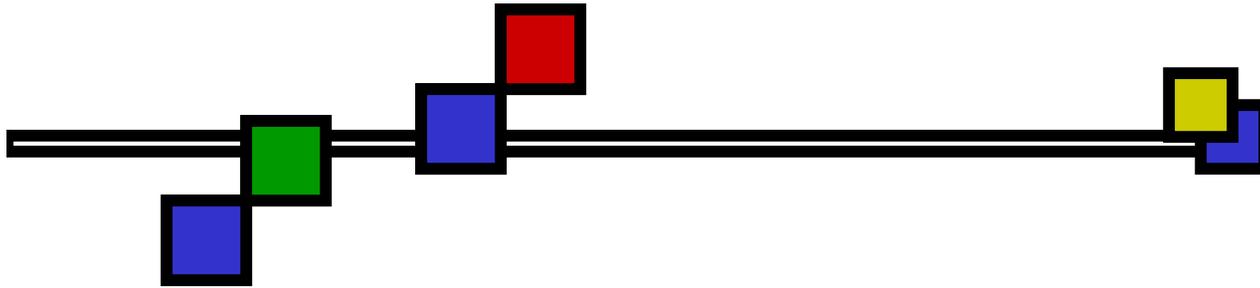


Moving knowledge into long-term memory

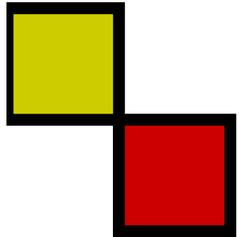


- 👂 Limit and organize the items you are processing
 - ✳ Separate main points from unimportant details
 - ✳ Divide material into manageable sections
- 👂 Use critical thinking
- 👂 Seek the big picture

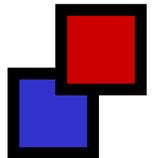


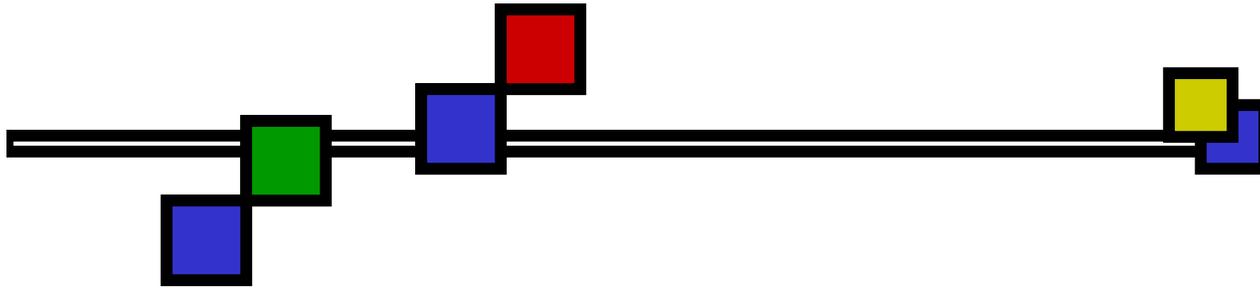


Specific strategies to improve recall

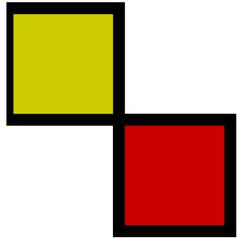


- ✿ Have purpose and intention
- ✿ Understand what you memorize
- ✿ Recite, rehearse, and write
- ✿ Study during short but frequent sessions
- ✿ Practice the middle
- ✿ Create groupings
- ✿ Use flash cards
- ✿ Use a tape recorder selectively



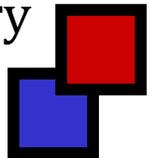


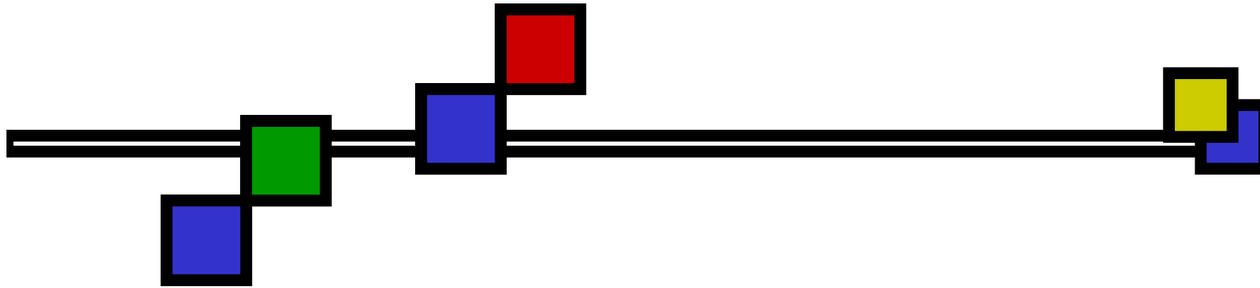
How can you improve your memory?



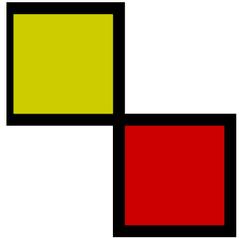
👂 Use mnemonic devices: memory techniques that involve associating new information with information you already know

- ✿ Also known as memorizing aids, aids to memory, memory devices, learning devices or learning tricks
- ✿ depend on vivid associations
- ✿ give you a “hook” on which to hang these facts and retrieve them later
- ✿ make information familiar and meaningful through unusual, unforgettable mental associations and visual pictures

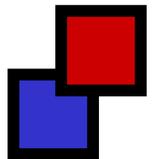


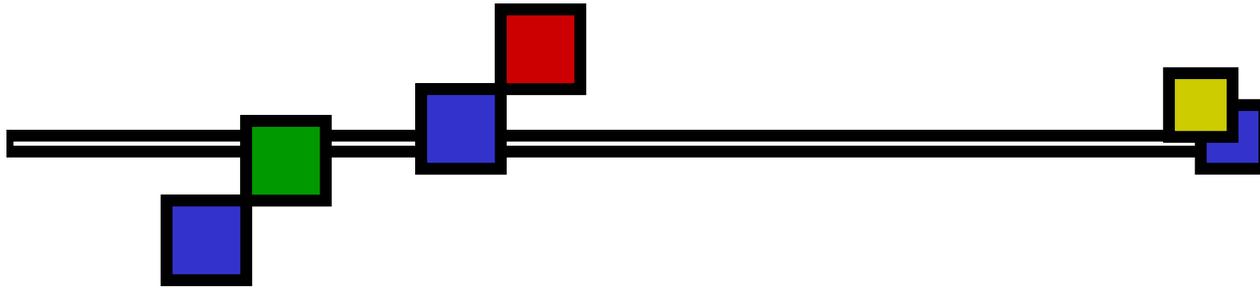


Create visual images and associations

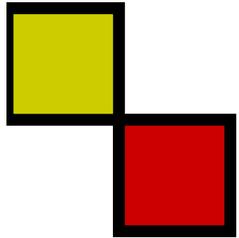


- 👂 Linking visual images to specific information strengthens the likelihood that you will remember the information
- 👂 The best mental images involve bright colors, three dimensions, action scenes, inanimate objects with human traits, ridiculousness, and humor



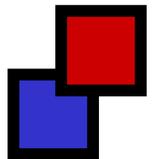


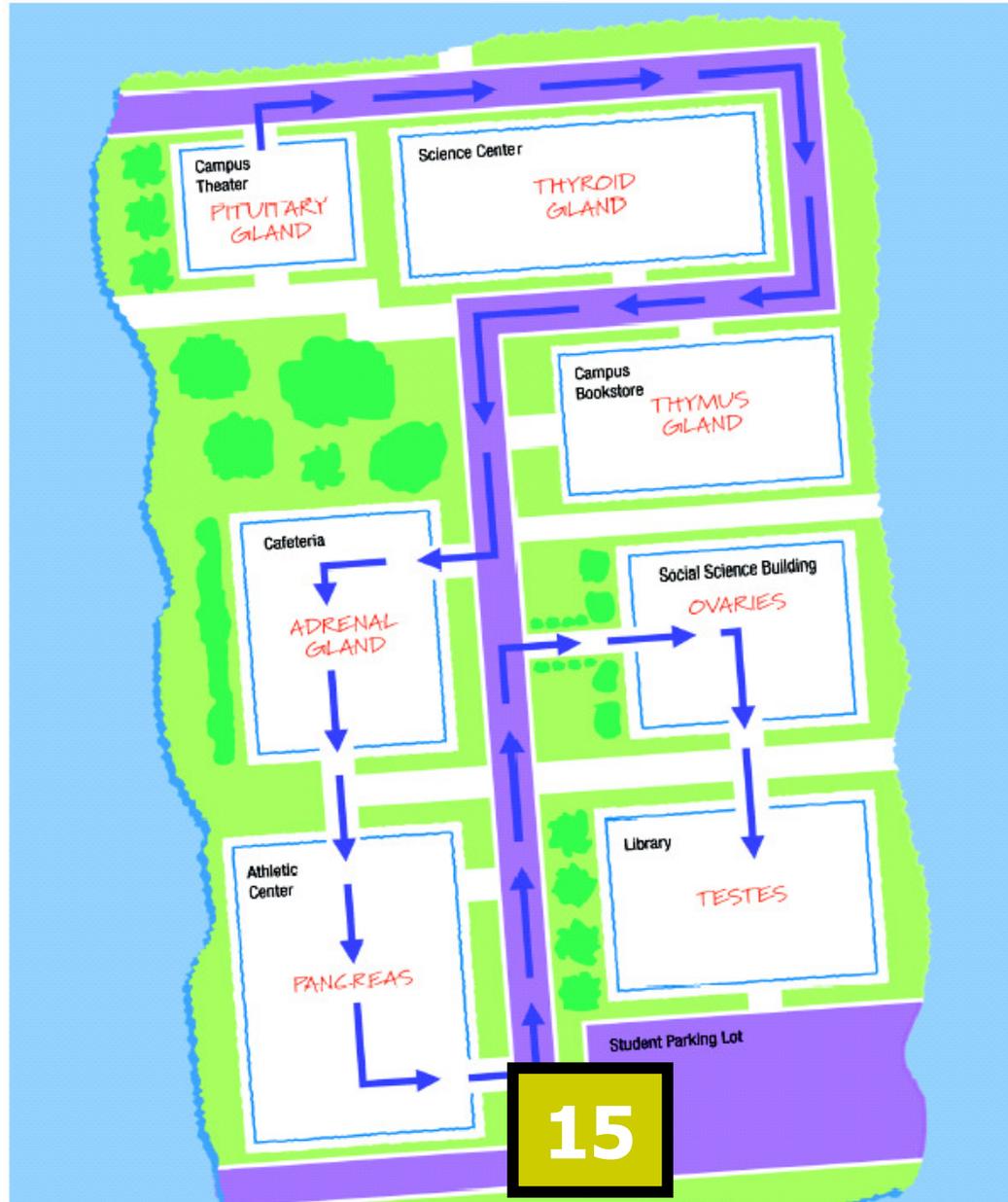
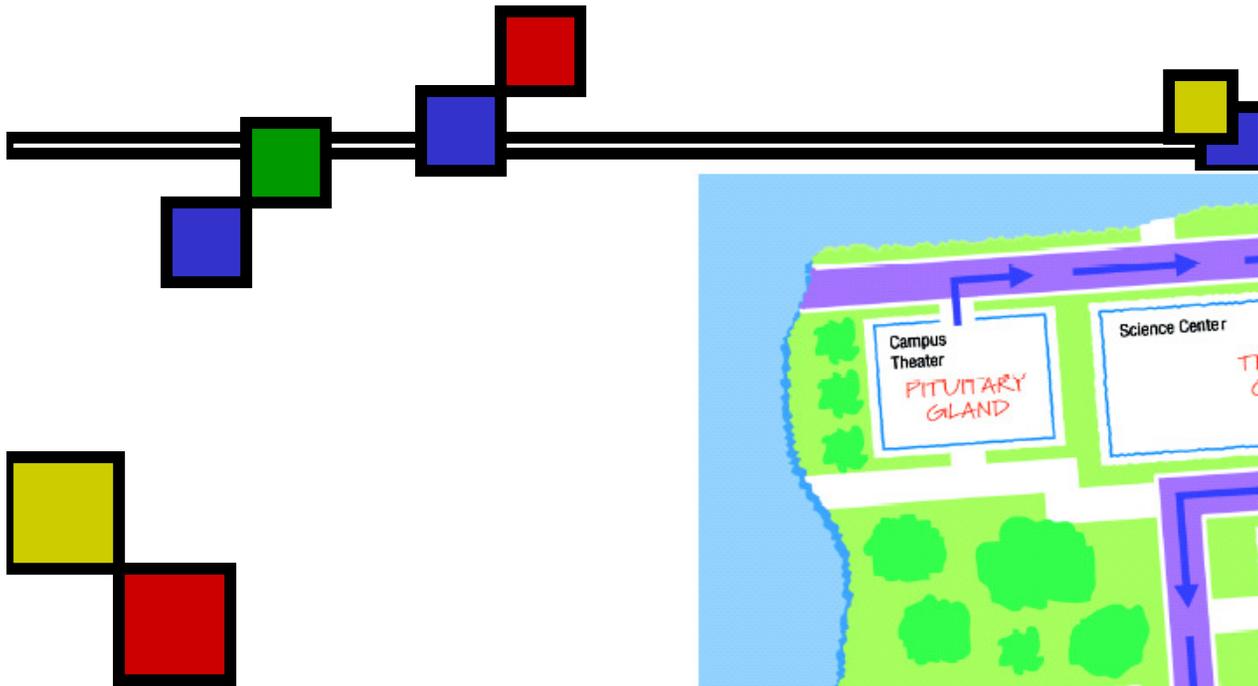
Use visual images to remember items in a list



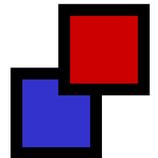
👂 Remembering items in a list

- ✿ Taking a mental walk: imagine that you store new ideas in familiar locations
- ✿ Forming an idea chain: forming exaggerated mental images that are linked together to tell a story
- ✿ Using the number/shape mnemonic: remembering items in a specific order by linking each to a vivid image associated with the number

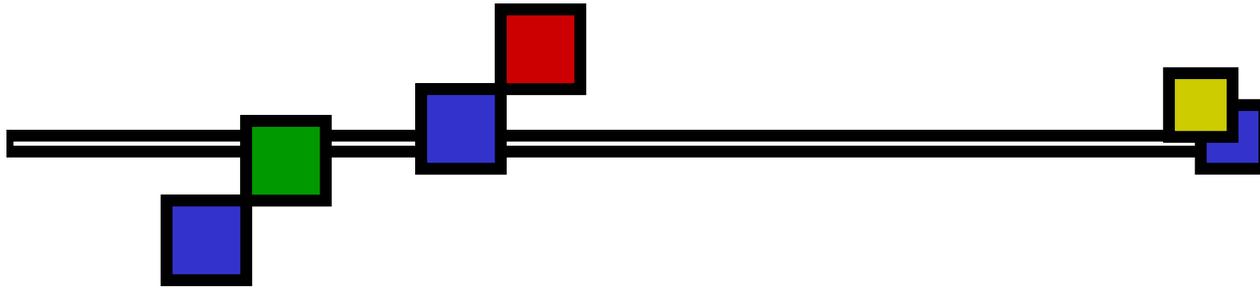




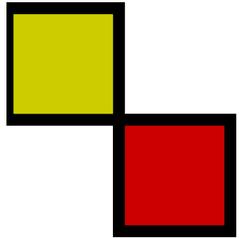
A mental walk
(Fig. 6.5)



15



Create acronyms

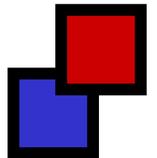


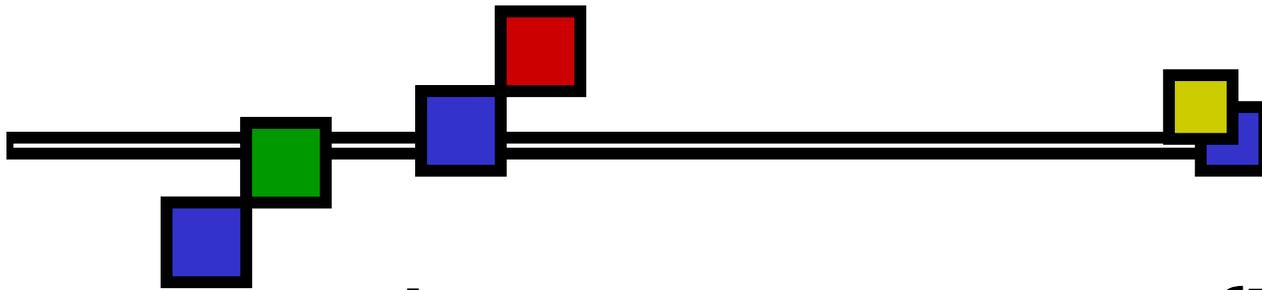
👂 Acronyms: a word formed from the first letter of a series of words, created in order to help you remember the series

✿ Roy G. Biv

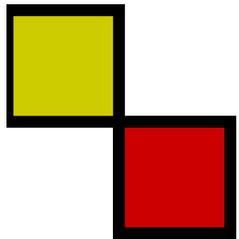
👂 List order acronyms: an entire sentence in which the first letter of each word in each sentence stands for the first letter of the memorized term

✿ Every Boy Does Fine



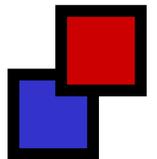


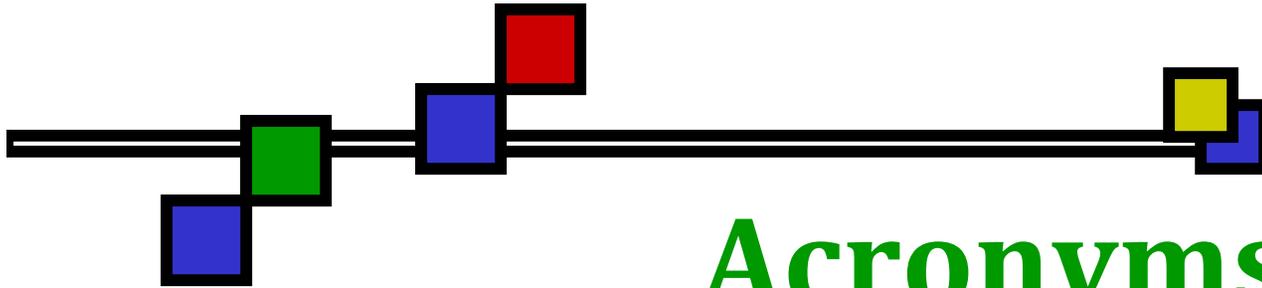
A spectrum acronym (Fig. 6.6)



red
orange
yellow
green
blue
indigo
violet

R O Y G B I V

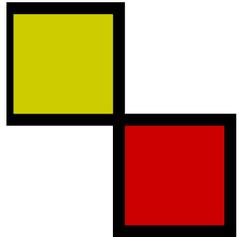




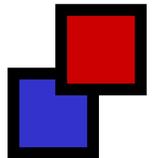
Acronyms

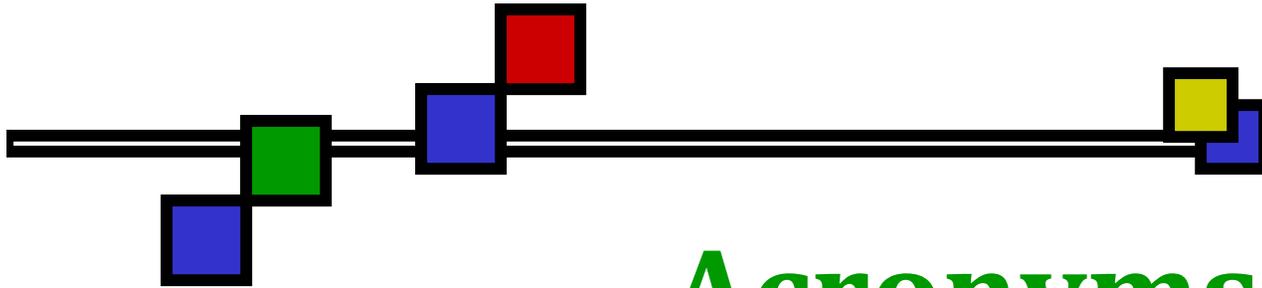
Seven characteristics of living organisms –

MRS GREN

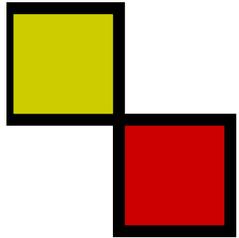


- M** - **movement**
- R** - **reproduction**
- S** - **sensitivity**
- G** - **growth**
- R** - **respiration**
- E** - **excretion**
- N** - **nutrition**





Acronyms

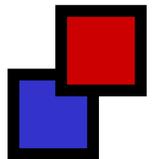


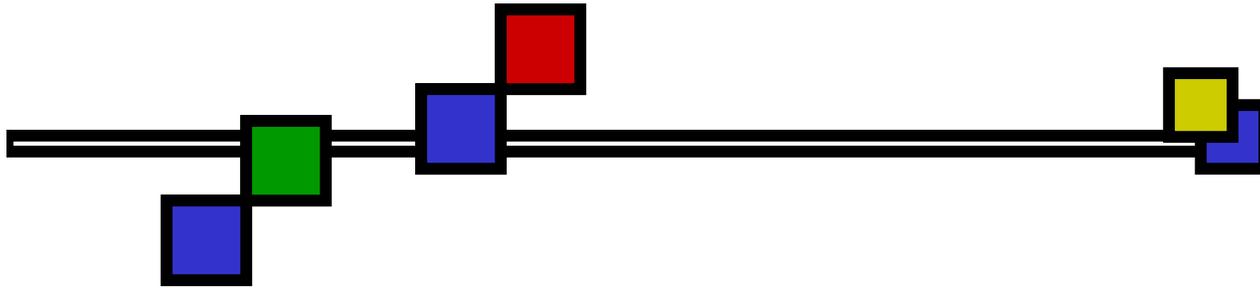
For writing a coherent paragraph
– think **SEX**

S - statement

E - elaboration

X - (e)**x**ample





Acronyms

Formula for calculating assets – ***ALOE***

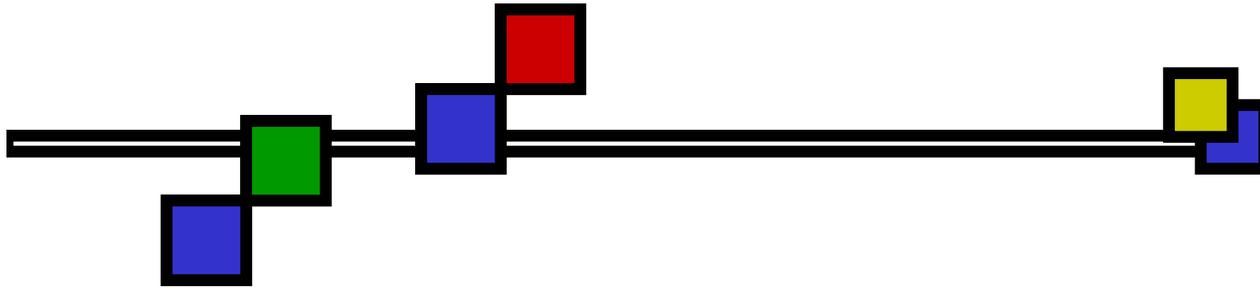
Assets=Liabilities+Owner's Equity

A- assets

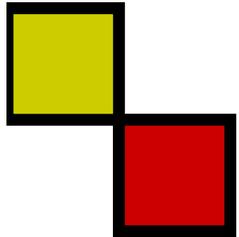
L- liabilities

O- owner's

E- equity

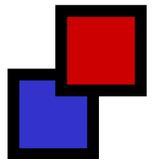


List Order Acronyms



👂 Please **Excuse My Dear Aunt Sally** is a way to remember the order you would solve an algebra equation. Parentheses, Exponents, Multiplication, Division, Addition, Subtraction.

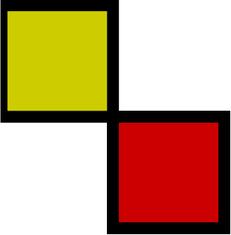
👂 **My Very Elegant Mother Just Served Us Nachos** is a way to remember the eight planets and in order. Mercury, Venus, Earth, Mars, Jupiter, Saturn, Uranus, Neptune.



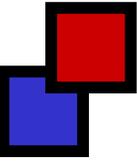


List Order Acronyms

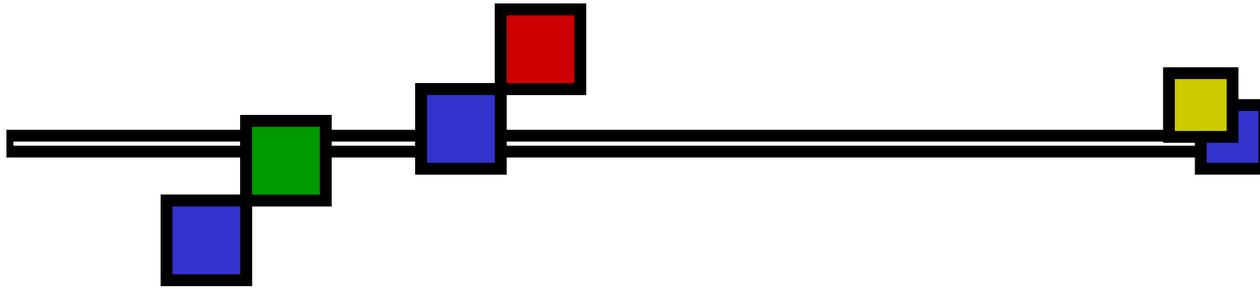
*Activity series of metals in chemistry -
showing the reactivity of the elements:*



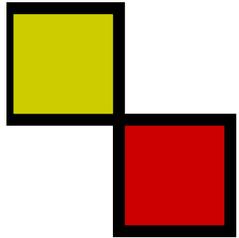
Li	K	Na	Ca	Mg	Al	Zn
	Fe	Sn				
Pb	H	Cu	Hg	Ag	Au	



Little **K**atie **N**ever **C**an **M**anage **A**
Zebra **F**or **S**he **P**unishes **H**im **C**ruelly;
How **A**gonisingly **A**wful.



Using songs or rhymes



👂 Making up your own poems or songs, linking tunes or rhymes that are familiar to you with information you want to remember

✿ In 1492, Columbus sailed the ocean blue

