

Komunikasi Interpersonal

Mendengarkan

Materi Komunikasi Interpersonal

- Definisi, tujuan, manfaat, elemen, hakikat, hambatan komunikasi interpersonal
- Sistem komunikasi interpersonal: persepsi interpersonal, konsep diri, atraksi interpersonal, hubungan interpersonal
- Komunikasi Interpersonal: Pesan Verbal, Non Verbal, Emosional, Konversational
- Keterampilan dalam komunikasi interpersonal: Rewarding and reinforcing, Questioning, Reflecting, **Listening**, Explaining, Self-disclosure, Set induction and closure, Assertiveness, Influence and persuasion, Negotiating, Groups and group interaction

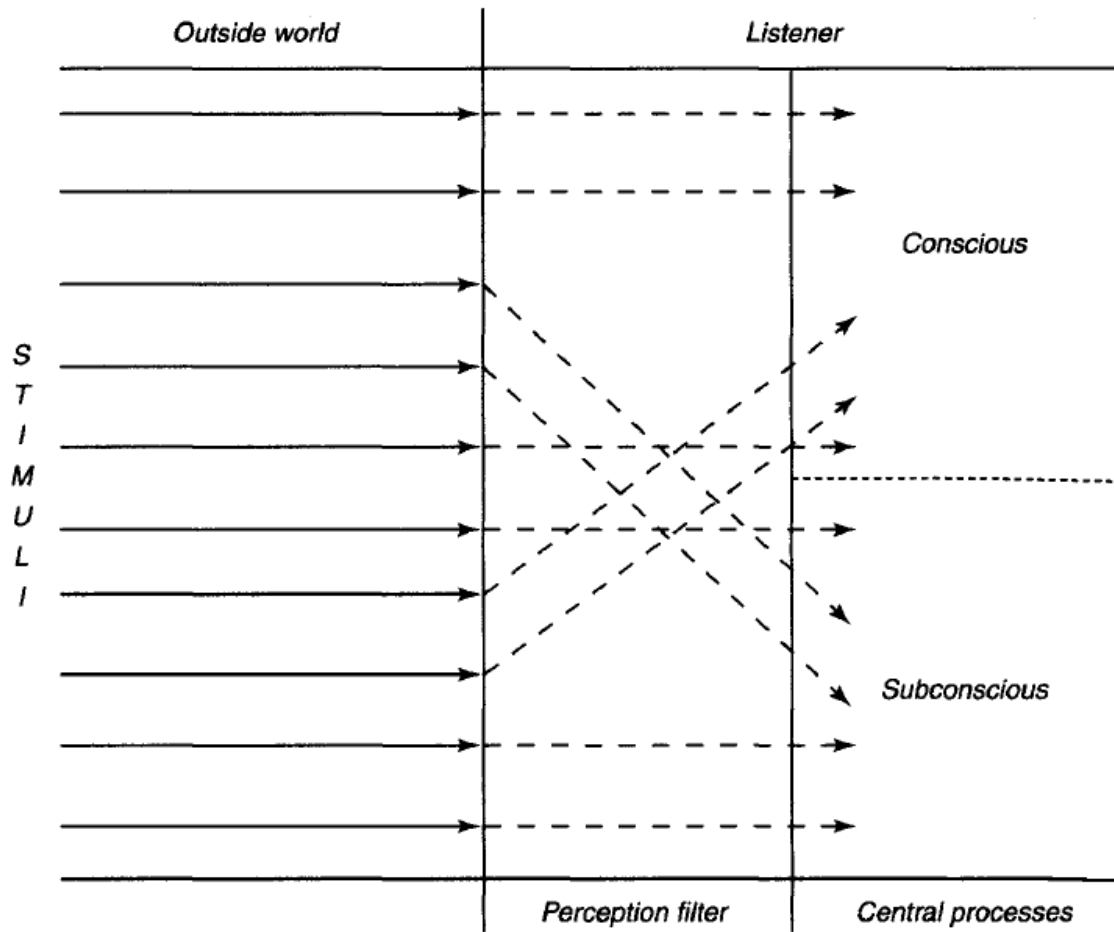
Manfaat Mendengarkan (de Vito, 2009)

- Pendengar yang baik kemungkinan besar adalah pemimpin kelompok
- Pendengar yang baik kemungkinan akan lebih sukses dalam pekerjaan atau karirnya
- Sukses dalam kehidupan keluarga dan bermasyarakat

Manfaat Menjadi Pendengar yang Baik (Hartley, 2004)

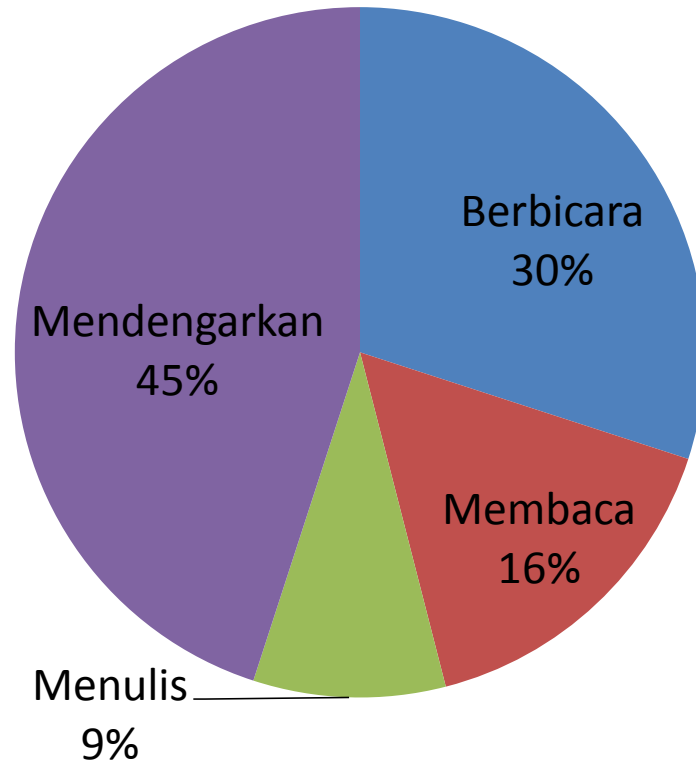
| Pekerjaan | Pribadi |
|--------------------------------------|---------------------------------------|
| Meningkatkan layanan konsumen | Relasi keluarga lebih baik |
| Meningkatkan layanan pekerjaan | Meningkatkan jejaring sosial |
| Meningkatkan produktivitas pekerjaan | Meningkatkan kenyamanan interpersonal |
| Mengurangi kesalahan | Meningkatkan penghargaan diri |
| Meningkatkan penjualan | Meningkatkan prestasi sekolah/kuliah |
| Meningkatkan informasi | Lebih banyak teman akrab |
| Meningkatkan inovasi dan kreativitas | Hidup yang lebih bermakna |

Mendengarkan: proses aktif menerima stimulus telinga

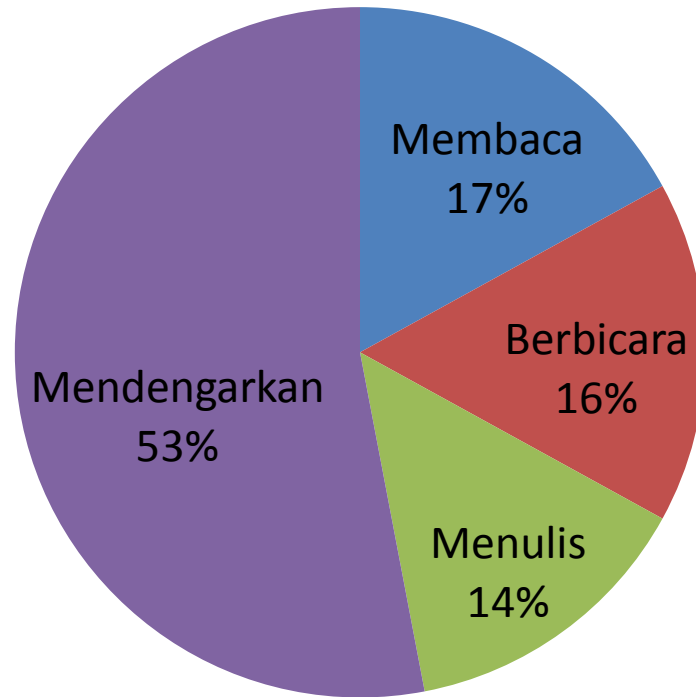


Waktu yang digunakan manusia utk mendengarkan

Rankin 1929



Barker dkk 1980



Fungsi Mendengarkan (Hargie, 2004)

- To focus specifically on the messages being communicated by the other person.
- to gain a full, accurate, insight into the other person's communication.
- To critically evaluate what others are saying
- To monitor the nonverbal signals accompanying the other person's verbal messages.
- To convey interest, concern and attention.
- To encourage full, open and honest expression.
- To develop an 'other-centred' approach during interaction.
- To reach a shared and agreed understanding and acceptance with others about both sides' goals and priorities

Fungsi mendengarkan (de Vito, 2009)

- *To learn*: You listen to learn and understand people.
- *To relate*: In order to relate to other people, it is important that you are able to listen to those people.
- *To influence*: Think of somebody who has influenced you at one point in your life
- *To play*: Just like we play by talking, we also play by listening. When we communicate with people, we enjoy listening.
- *To help*: You can also listen to give support to others.

Proses mendengarkan

- *Receiving*: You note not only what was said (verbally and nonverbally), but also what was not said. To improve your receiving skills, try focusing your attention on the verbal and nonverbal messages, not what is going to be said next; avoid distractions in the environment like phone calls or the radio; finally, maintain your role as the listener without interrupting.
- *Understanding*: The stage at which you learn what the speaker means, the stage at which you grasp both the thoughts and emotions expressed. To improve your understanding, avoid assuming you understand what is being said before a person says it; see the other person's point of view; ask questions; rephrase the speaker's message in your own words.
- *Remembering*: If you're listening effectively, you will remember the messages and ideas that were sent to you. It's not what was said word for word, it's a reconstructive idea. In this stage, you will have information that passes through both your short-term memory and your long term memory. Your short-term memory is the memory you use or say to remember things just long enough that you could write it down later. For example, remembering a phone number or combination before you write it down. Your long-term memory is the unlimited amount of memory that you have. To increase your memory try identifying central ideas; summarize messages so they're more easily retained, and repeat information aloud.

Proses Mendengarkan

- *Evaluating*: This consists of judging messages in some way that you try to evaluate the speaker's underlying intentions or motives. This is the critical analysis stage. To evaluate better, try resisting evaluating the information without fully understanding the speaker's point of view; distinguish facts from opinions; identify biases, self-interests and prejudices; and recognize fallacious forms of reasoning such as name-calling and testimonials.
- *Responding*: This stage occurs in two phases. First, the responses you make while the speaker is talking, and second, the responses you make after the speaker is done talking. A speaker can tell if someone is listening based off the feedback you give during the response stage. Supportive are those that acknowledge you are listening. These responses include back-channeling cues such as "I see" and "Uh-huh." These are especially important in face-to-face communication. Responses made after a person is done speaking are usually more elaborate. To make your responses more effective, support the speaker throughout the conversation and own your responses.

Jenis2 Mendengarkan (de Vito)

- Mendengarkan untuk Kesenangan/hiburan
- Mendengarkan untuk informasi
- Mendengarkan untuk membantu

Jenis2 Mendengarkan (Hargie)

- Discriminative listening: This is the most basic form of listening, where the goal is simply to scan and monitor auditory and/or visual stimuli. Examples: to hear if the baby is crying upstairs, looking at someone's facial expression to see if what we are saying has caused shock or surprise,
- Comprehension listening;
- Evaluative listening
- Appreciative listening
- Emphatic listening
- Dialogic listening

Hambatan Mendengarkan

- Gangguan psikis atau mental; contoh: gugup
- Bias atau prasangka
- Kurang perhatian/fokus
- Pendapat atau asumsi

Mendengarkan yang Tidak Efektif

- Sibuk dengan diri sendiri
- Sibuk dengan masalah eksternal
- Mempertajam (*sharpening*)
- Asimilasi; kecenderungan merekonstruksi pesan sedemikian rupa sehingga sesuai dengan sikap, prasangka, kebutuhan dan nilai Anda sendiri
- Faktor kawan-lawan
- Mendengar yang diharapkan, tidak mendengar apa yang dikatakan secara keseluruhan

Mendengarkan secara Efektif (HURIER Model)

