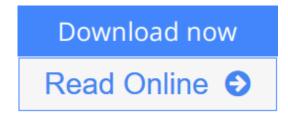
Listening: Processes, Functions, and Competency

By Debra Worthington, Margaret Fitch-Hauser



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Listening explores the process and role of listening in human communication as a cognitive process, as a social function, and as a critical professional competency. While introducing students the theory and research of listening scholarship, Worthington and Fitch-Hauser also help students to build practical skills and achieve the desired outcomes of effective listening.



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