

**University of Arkansas - Fort Smith**  
**5210 Grand Avenue**  
**P. O. Box 3649**  
**Fort Smith, AR 72913-3649**  
**479-788-7000**

**General Syllabus**

**SPCH 3203 Critical Listening**

Credit Hours: 3

Lecture Hours: 3

Prerequisite: MCOM 2223 Communication Theory or consent of instructor

**Effective Catalog: 2019-2020**

**I. Course Information**

**A. Catalog Description**

Basic theories of listening, including contextual, psychological, and logical bases and practice in listening for comprehension, analysis, and evaluation.

**B. Additional Information**

**II. Student Learning Outcomes**

**A. Subject Matter**

Upon successful completion of this course, the student will be able to:

1. Articulate listening process and models from contextual and psychological theories.
2. Evaluate and improve personal listening skills.
3. Identify effective attitudes of competent listening.
4. Recognize and employ effective visual and auditory cues for listening.
5. Identify and manage listening barriers.
6. Synthesize and employ a variety of listening skills from contextual, psychological, and logic theories.
7. Develop long- and short-term memory skills.

**B. University Learning Outcomes**

This course enhances student abilities in the following areas:

**Communication Skills (written and oral)**

Students will participate in group projects, make oral presentations, conduct basic oral and written critiques, complete research projects.

**Ethical Decision Making**

Students will recognize and evaluate implications of listening in a variety of situations.

**III. Major Course Topics**

- A. Listening models
- B. Behavioral approaches
- C. Hearing, attention, and listening
- D. Processes of understanding, memory, and interpretation
- E. Critical listening
- F. Comprehension
- G. Memory paths
- H. Evaluation and analysis
- I. Responding
- J. Gender and listening
- K. Empathic listening
- L. Discriminative listening
- M. Appreciative listening
- N. Transactional listening