

**Information and Communications Technology Industry Training Advisory Committee
Software Products and Software Services (SW) branch
Unit of Competencies**

1. Title	Interpersonal and people networking skills	
2. Code	ITSWG516A	
3. Range	Interpersonal and people networking skills in the context of team works in an organisation [Generic Skills – Social Skills]	
4. Level	5	
5. Credit	1	
6. Competency	<p>6.1 Know the behaviour in listening</p> <p>6.2 Develop listening skills</p>	<p><u>Performance Requirement</u></p> <p>Be able to</p> <ul style="list-style-type: none"> ▪ understand the role of listening in two-way communication process as 'other-centred' approach during interaction ▪ recognise potential benefits of genuine listening such as <ul style="list-style-type: none"> ➢ obtaining respect, rapport and trust ➢ creating better self-image ➢ observing and learning something we may not have known ▪ understand that listening involves hearing, understanding and evaluation of received message with response to the given information without prejudice ▪ recognise that listening could be in passive, selective or active mode and that the active listening is the preferable mode ▪ appreciate active listening demands focus, concentration and listening skills take time and practice to learn <p>Be able to</p> <ul style="list-style-type: none"> ▪ assess personal listening behaviour ▪ identify and remove barriers to effective listening such as multi-tasking or inability to put one's own emotions on hold while listening ▪ develop rich vocabulary capacity to assimilate complexity of thoughts ▪ focus on messages from the speaker ▪ listen correctly, carefully, adequately, intelligently, unassumingly, quietly for the content and intent of the message ▪ develop strategy for using listening time effectively such as recap of key points after a brief pause

	6.3 Demonstrate proficiency in listening	Be able to <ul style="list-style-type: none"> ▪ identify stakeholders in communication process ▪ apply and practice active listening skills together with other techniques such as <ul style="list-style-type: none"> ➤ Paraphrasing ➤ Perception checking ➤ Questioning ➤ Clarifying ➤ Summarizing ➤ Empathizing ▪ capture hidden words from customers, senior management and other staff ▪ reach a shared understanding and acceptance with others about common goals and priorities
7. Assessment Criteria	The integrated outcome UoCs requirements of this UoCs are the ability to listen to stakeholders effectively.	
Remark		