



# Listening: Processes, Functions and Competency

*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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