



# 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 to 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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#### **About the Author**

**Debra L. Worthington**

**Margaret E. Fitch-Hauser**

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