

RIPPLE ENGLISH

ACTIVE LEARNING PROGRAM

Workbook for:

“Listening is Underrated”

問題は解きっぱなしにしないで！

英語資格試験の学習は、**解いた後の復習**をしなければほとんど効果はありません。答え合わせをしておしまいせず、**テキストの音読練習やリスニング、多読学習などのインプット学習**を何度も反復して記憶に定着させましょう。ホームページからダウンロードできる音読練習用のテキストをぜひご活用ください。また、数日置いてから再度解き直すのも効果的です。答えを記憶してしまっているかもしれませんが、回答の根拠をなぞりながら繰り返し解くことで有効な復習になります！

Listening is Underrated

1. Many of us want to be better at communication. Indeed, it is at the center of human relationships, and it also accounts for a large **proportion** of professional success. A great conversation becomes a precious piece of memory, which perpetually illuminates one's heart for the rest of his or her life. Then what does it mean to be a great conversationalist? Many people associate this quality with abilities to talk; a knowledgeable person persuasively stating opinions, a man of confidence bringing laughter with a witty joke, or a charismatic presenter inspiring a large audience. However, we hugely underestimate the importance of listening. Actually, good communication is a lot more about how well you listen than how well you talk. Deep down, all of us want to be heard, cared, and understood, and we get fulfilled, energized, and motivated when we feel so. Why is true listening so powerful? How can we develop our qualities as good listeners?

- (1) The word "proportion" in the passage is closest in meaning to
 - A. style
 - B. part
 - C. harmony
 - D. likelihood
- (2) According to paragraph 1, which of the following is true?
 - A. We often get motivated when we hear an inspiring presentation.
 - B. Getting people hear you speak is quite difficult.
 - C. We need to appreciate the importance of listening.
 - D. Abilities to talk is indispensable for professional success.

2. The values we can give and receive through conversation can be classified into two categories; informational value and emotional value. The former includes useful advice, an objective opinion on a particular situation, and even about great books and restaurants. The latter is psychological satisfaction derived from being approved, sharing love, building trust, and feeling heard.
3. Informational value can be **tricky** because it is appreciated only when it's truly asked for. In fact, it often ends up as a way of boosting one's ego. When we give information and advice to others, we believe we do this for the sake of others. In many cases, however, it is subconsciously about proving one's knowledge, capability, and significance. We should not give in to the temptation to prove ourselves. Instead, we need to put ourselves aside to figure out what they really want. For example, when somebody says "I just lost my job," it is certainly not a good idea to start counseling on the next job hunting. People usually aren't looking for solutions from you anyway. They just want a sounding board. Moreover, you will shut off their heart as soon as you start telling them what they should do. Even if they seek advice, they want it only from whom they trust and respect. No matter how sound the advice may be, it holds no value if the person receiving doesn't feel like incorporating it. Giving advice is far less important than building trust, and trust arises when they feel heard.

- (3) According to paragraph 2, which of the following is NOT true?
- A. Emotional value comes from the sense of fulfillment.
 - B. Information can be one of the values which we can give and receive through a conversation.
 - C. We can build trust when we exchange useful information.
 - D. We get satisfied when we feel heard.
- (4) The word "tricky" in the passage is closest in meaning to
- A. deceptive
 - B. skillful
 - C. disagreeably showy
 - D. difficult to use
- (5) According to paragraph 3, for what purpose do we give advice to others in many cases?
- A. To satisfy ourselves.
 - B. To help others
 - C. To solve the problem
 - D. To draw praise or benefit from others

4. Many of you have already heard a lot of tips to be a good listener, such as nodding, smiling, looking the person in the eye, repeating back what you heard. However, it would be better to forget all of these. There is no reason to learn how to show that you are paying attention, if you are, in fact, paying attention. Good communication is not about tips and techniques. It is about your internal stances. If you really are interested in the subject or the person you are listening to, you will naturally come up with intriguing questions. If you truly believe that there must be something to learn from the conversation, you will spontaneously look up and your facial expressions will be vibrant. Conversationalists listen well simply because they want to understand, connect, and grow. On the other hand, when you lack curiosity and respect, any techniques will be useless. No matter how much you nod or smile, it will come off as false, and the conversation will end up in failure.
5. If you want to change something, you would not like to look for another skill that helps you pretend to be a good listener. Rather, you need to develop a self that is sincerely curious and respectful to various lives and values of others. Good listening is not about waiting patiently for the lips of the speaker to stop moving so you can talk. It radiates naturally from your attitudes with genuine interest and curiosity.

- (6) According to paragraph 4, we should not rely on tips and techniques because
- A. they have usually been proved ineffective.
 - B. you don't have to think about how to appear attentive if you really are.
 - C. nodding or smiling a lot can be distracting.
 - D. thinking too much about these techniques ruins our genuine interest.
- (7) According to paragraph 5, what should we do to be a good listener?
- A. Learn new techniques.
 - B. Experience a lot more opportunities.
 - C. Harbor curiosity and respect.
 - D. Develop our patience.

6. Alongside respect and curiosity, good listeners have cognitive flexibility. They are not uncomfortable with cognitively complex situations. They are able to cope with contradictory ideas and gray areas, and don't jump to easy solutions or simple answers. When faced with complicated topics where both pros and cons make sense to a certain extent, such as debate on nuclear power generation and accepting immigrants, they can patiently listen to arguments on both sides without hastily reaching extreme conclusions. Therefore, when someone says "I just lost my job," good listeners don't rush to conclude what he feels about it. Instead, they attentively try to understand the context as well as what he himself feels about the experience. He might feel miserable or sad, but he might possibly feel free from unfriendly relationships at his previous workplace, or excited about new opportunities. We don't know until we listen with our mind to a blank slate.
7. This cognitive flexibility comes from their quality to observe themselves objectively. They are constantly asking themselves whether they understand correctly or not. They also remain open to the possibility that they might be wrong in a certain topic, or at least not entirely right. Skillful listeners have been exposed to various values and opinions, including even ones against their favorite beliefs. As Julius Caesar put it, people tend to believe what they want to believe, and they often reject opposite opinions almost instantly. It is not that easy to listen to and consider different opinions. However, good listeners have chosen to listen to opposing viewpoints as they know it is necessary for growth. In other words, they are essentially generous and humble, and always looking for a room to grow. After hearing all of these, if you believe "yes, I'm really good at this," you are very likely not.

- (8) According to paragraph 6, what does it mean to have cognitive flexibility?
- A. Having patience to continuously listen to others.
 - B. Harboring an inquiring mind without being dogmatic.
 - C. Keeping asking questions.
 - D. Avoiding to reach conclusions.
- (9) The expression "blank slate" in the passage is closest in meaning to
- A. blank wall
 - B. bigger fish to fry
 - C. out of temper
 - D. white canvas
- (10) According to paragraph 7, skillful listeners have developed their qualities by
- A. accepting any ideas and beliefs as they all contain truth to some extent.
 - B. having chosen to listen to various opinions and values.
 - C. longing for opportunities to prevail and succeed.
 - D. discussing fiercely with people with different opinions.

8. One more time to remember; good conversation is a lot more about how well you listen and understand than how well you speak. It is quite challenging because most of us don't listen with the intent to understand. We often listen with the intent to reply. We are often occupied with the concern about what to say next, but our cognitive resources should be used to understand and empathize. With respect and genuine interest, we empty our cup and let them fill in the cup.
9. When we do open our mouths, our words should be intended to build a better understanding, such as inquiring the detailed context, making sure we understand correctly, and asking them how they feel or interpret it. When you hear your friend say "I lost my job," you should not start giving unwanted advice, much less talking about the time you lost your job. It is not your turn, and it is not about you. True listening requires setting aside oneself.
10. Listening attentively is never about sacrificing ourselves or holding ourselves back from talking with patience. Rather, true listening benefits both sides. People build trust when they feel they are heard. It is not only beneficial in friendships and family relationships, but also in the context of business. As you are a colleague or a boss, it leads to better security and communication in your team, and thus, greater performance and productivity. Whether in private or professional lives, good listeners will find themselves in the midst of warm, trustful and heartfelt connections with people whom they genuinely love and respect. Can there be anything more fulfilling than that in life? Most importantly, the more people listen sincerely to each other, the more we treat each other with humanity, and eventually, the better the world is going to be.

- (11) According to paragraph 8, it is difficult to listen attentively because
- A. we are often caught by the concern for what to speak.
 - B. different people have different values.
 - C. our cognitive resources are limited.
 - D. we often fail to remember the essence of great conversation.

- (12) According to paragraph 9, in conversation, we should NOT speak with the intention to

- A. confirm your understanding.
- B. understand his or her situation in detail.
- C. get to know how he or she feels about it.
- D. come up with a suggestion.

- (13) According to paragraph 10, which of the following is true?

- A. Good listeners are blessed with wonderful company.
- B. Good listeners often sacrifice themselves.
- C. Good listeners are usually productive workers as well.
- D. Good listeners barely thrive.

- (1) B
- (2) C
- (3) C
- (4) D
- (5) A
- (6) B
- (7) C
- (8) B
- (9) D
- (10) B
- (11) A
- (12) D
- (13) A

(1) 文中の“proportion”と意味が最も近いのは

A. style (スタイル)

B. part (部分)

C. harmony (調和)

D. likelihood (可能性、見込み)

(2) 1段落の内容に合致するのは?

A. We often get motivated when we hear an inspiring presentation. (感動的なプレゼンテーションを聞くと、私たちはやる気が湧いてくるがよくある)

B. Getting people hear you speak is quite difficult. (人々に自分の話を聞いてもらうのは非常に難しい)

C. We need to appreciate the importance of listening. (私たちは聞くことの重要性を認識する必要がある)

D. Abilities to talk is indispensable for professional success. (話す能力は職業上の成功に不可欠だ)

(3) 2段落の内容と合致しないのは?

A. Emotional value comes from the sense of fulfillment. (感情的価値は充実感から生まれる)

B. Information can be one of the values which we can give and receive through a conversation. (情報は、会話を通じて授受できる価値の1つだ)

C. We can build trust when we exchange useful information. (有益な情報を交換すると信頼を築くことができる)

D. We get satisfied when we feel heard. (私たちは話を聞いてもらったと感じると満足する)

(4) 文中の“tricky”と意味が最も近いのは?

A. deceptive (人をだますような)

B. skillful (熟練の)

C. disagreeably showy (鼻につくほど派手な)

D. difficult to use (扱いづらい)

(5) 3段落によると、多くの場合、私たちはどのような目的で他人にアドバイスをするか?

A. To satisfy ourselves. (自分自身を満たすため)

B. To help others (他人を助けるため)

C. To solve the problem (問題を解決するため)

D. To draw praise or benefit from others (他人から賞賛を得たり利益を得たりするため)

本文中の“it often ends up as a way of boosting one’s ego.” “it is subconsciously about proving one’s knowledge, capability, and significance.” に対応するAが正解。

(6) 4段落によると、コツやテクニックに頼るべきではない理由は

A. they have usually been proved ineffective. (効果がないことが証明されている)

B. you don’t have to think about how to appear attentive if you really are. (本当に注意を向けているなら、注意を向けているように振る舞う方法について考える必要はない)

C. nodding or smiling a lot can be distracting. (うなずいたり、笑ったりすると、気を散らせる要因になり得る)

D. thinking too much about these techniques ruins our genuine interest. (テクニックについて考えすぎると、心からの関心を損なう)

(7) 5段落によると、より良い聞き手になるために何をすべきか?

A. Learn new techniques. (新しいテクニックを学ぶ)

B. Experience a lot more opportunities. (より多くの機会を経験する)

C. Harbor curiosity and respect. (好奇心と敬意を抱く)

D. Develop our patience. (忍耐強さを育む)

(8) 6段落によると、認知的柔軟性を持つとはどういうことか?

A. Having patience to continuously listen to others. (他の人の話を聞き続ける忍耐力を持っていること)

B. Harboring an inquiring mind without being dogmatic. (独断に陥らずに探究心を持ち続けること)

C. Keeping asking questions. (質問し続けること)

D. Avoiding to reach conclusions. (結論に達することを避けること)

(9) 文中の“blank slate (空の板=白紙の状態)”と意味が最も近いのは

A. blank wall (行き詰まり、袋小路)

B. bigger fish to fry (もっと大事なこと)

C. out of temper (怒って、腹を立てて)

D. white canvas (真っ白なキャンパス)

(10) 7段落によると、聞き上手な人がその資質を育んできた方法は

A. accepting any ideas and beliefs as they all contain truth to some extent. (あらゆる考えや信念にはある程度の真実が含まれているとして受け入れることで)

B. having chosen to listen to various opinions and values. (さまざまな意見や価値観に耳を傾けることを選択してきたことで)

C. longing for opportunities to prevail and succeed. (勝利し成功する機会を切望することで)

D. discussing fiercely with people with different opinions. (異なる意見を持つ人々と激しく議論することで)

(11) 8段落によると、注意深く聴くことが難しい理由は

A. we are often caught by the concern for what to speak. (私たちは何を話すべきかという懸念に囚われることがよくある)

- B. different people have different values. (人それぞれ価値観が異なる)
- C. our cognitive resources are limited. (私たちの認知リソースは限られている)
- D. we often fail to remember the essence of great conversation. (良い会話の本質を忘れがち)

(12) 9段落によれば、会話において口を開く際の意図として適切でないのは？

- A. confirm your understanding. (自分の理解を確認する)
- B. understand his or her situation in detail. (相手の状況をより詳細に理解する)
- C. get to know how he or she feels about it. (相手の感じ方を知る)
- D. come up with a suggestion. (助言を考えつく)**

(13) 10段落の内容に合致するのは？

- A. Good listeners are blessed with wonderful company. (聞き上手な人は素晴らしい仲間に恵まれる)**
- B. Good listeners often sacrifice themselves. (聞き上手な人は、自分自身を犠牲にしがちだ)
- C. Good listeners are usually productive workers as well. (聞き上手な人は、通常、生産性の高い労働者でもある)
- D. Good listeners barely thrive. (聞き上手な人はほとんど成功しない)

ここでのcompanyは冠詞 (a, the) や複数形のsを伴っていないため、可算名詞の「会社」の意ではなく、不可算名詞の「仲間」の意味であることがわかる。