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Factors influencing organisational listening

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Introduction and research aim

Listening within an organisation is a key element of effective communication, influencing the quality of professional relationships, staff engagement and the effectiveness of tasks carried out. Its effectiveness depends on a number of factors; identifying and analysing these factors enables a better understanding of the mechanisms underlying communication in the workplace. The aim of this research is to identify the key determinants of listening within an organisation and to determine their significance for communication, collaboration and the functioning of work teams. Achieving this aim also makes it possible to identify ways of improving listening practices and fostering an organisational culture that promotes dialogue, mutual respect and openness.

Research methods

This study employed a systematic review of the relevant literature, the aim of which was to identify and analyse the determinants of listening within an organisation on the basis of existing academic research. The analysis of academic publications made it possible to identify the key factors shaping the process and effectiveness of listening, and to determine their significance for communication processes and the functioning of the organisation.

Results and discussion

The analysis carried out enabled the research objective – the identification of the determinants of organisational listening – to be achieved. It was demonstrated that the effectiveness of listening depends both on employees' competencies and attitudes, and on the level of trust, psychological safety and organisational culture. These findings suggest that developing listening skills and creating conditions conducive to open dialogue can improve communication, support decision-making and enhance management effectiveness. A limitation of the analysis is its review-based nature and the absence of original empirical research. This underlines the need to treat organisational listening as a key element of management, supporting employee engagement, relationship-building and the effective implementation of change.

Conclusions

Listening within an organisation depends on individual, group and organisational factors, and its effectiveness helps to build trust, improve communication and ensure effective management. In practice, it requires the development of listening skills, the promotion of open dialogue and the creation of a safe environment for the exchange of views. The main limitation of this analysis is its review-based nature and the lack of original empirical research to verify the relationships discussed.

References

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