Each of the two chapters offers very important information. This information shall be summarized into the five most important items derived from each of the chapters as is done below:

**Chapter Three: The Importance of Listening**

* When we hear, we choose to filter out the sounds that we are of less meaning to us and pay attention to the more meaningful sounds.
* When we listen, we are motivated by a purpose to exert effort to pay attention to something, such as when working, something which we do only at given times.
* For a person to listen critically, an activity which goes hand in hand with critical thinking, he/she engages in a systematic thought process to determine whether the message received is sensible enough.
* Some of the main ways for developing critical listening are uncovering assumptions, recognizing the differences between facts and opinions, relating new ideas to old ones, being open to new ideas and relying on reason and common sense (Wrench, Goding, Johnson, & Attias, The Importance of Listening, 2011).
* To listen ethically entails giving the speaker a fair opportunity to speak make himself clearly understood, and being mindful and respectful of him as well.

**Chapter Four: Ethics Matter: Understanding the Ethics of Public Speaking**

* Based on the ethics pyramid, the three basic concepts of ethics in public speaking are ends (what a person hopes to achieve), means (how a person intends to achieve the outcome he desires) and intention.
* For ethics to be exercised efficiently in public speaking, the speaker should be able to strike a balance between these three basic concepts.
* Nine principles of ethical communication basically define the moral considerations that are to be made when engaging in communication under public speaking.
* What each of these principles have in common is that they acknowledge that while it is necessary for public speakers to speak up/communicate whenever they feel it is necessary, they should do so while considering the impact of their communication to others.
* Free speech, which is the right that one has to freely express ideas or information without having to worry about government restrictions or any other limitations as guaranteed by the First and Fourteenth Amendments to the U.S. Constitution is of importance to a public speaker since public speaking generally entails the passage of information and ideas to the public allowing them to consider multiple points of view (Wrench, Goding, Johnson, & Attias, Ethics Matters: Understanding the Ethics of Public Speaking, 2011).

**REFERENCES**

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