

LEARNING TO LISTEN

Communication Series - Lesson # 3

GOAL:

- To practise the skill of listening.

MATERIALS NEEDED:

Flipchart, markers, sheets of plain paper, pencils, rulers, copies of *Dyad Listening Summary Sheet* for each participant.

METHOD:

Review the purpose and goal of the session explaining how good communication skills involve listening skills. Ask group members to report on their assignment from last session to the group. (See *Giving and Receiving Compliments - Lesson #2*).

Warm up: Testing Our Listening Skills

Distribute paper, rulers and pencils. Give the following instructions for drawing a picture.

- Starting 2" from the left hand side of the paper, draw a 4" horizontal line near the bottom of your paper.
- From the left end of the line, draw a 3" vertical line up towards the top of the paper.
- From the right end of the line, draw a 3" vertical line up towards the top of the paper.
- Join the tops of the vertical lines.
- From the left corner, draw a 3" diagonal line upwards.
- At the top of that 3" line, draw another 3" diagonal line down to meet the top right hand corner.

Repeat this exercise twice. The first time through, give the instructions quickly, using **no** eye contact and allowing **no** questions.

Questions to consider:

- What were some of the problems you encountered with this exercise?
- What factors made it easy/difficult?

Repeat the exercise a second time. Go slower and allow time for questions. Contrast to first time.

Show what the picture is supposed to be.

Questions to consider:

- What factors made this exercise different from the first time?
- What skills did you use when the exercise was repeated?

Flipchart responses.

Exercise 1: Dyad Listening

Divide group into dyads. Ask one dyad to demonstrate in front of the group. Ask one person in the dyad to be the listener, the other the talker.

Instruct the talker to talk about herself/himself for three minutes. Tell the listener to practise using listening skills discussed in the previous exercise.

Following the demonstration, instruct dyads to do the same skill practise. Emphasize that they are to reverse roles so that each person has a chance to be the talker and the listener.

Exercise 2: Action Plan

Distribute copies of ***Dyad Listening Summary Sheet***. Ask participants to practise their listening skills and report to the group next session.

EVALUATION:

CREDIT:

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DYAD LISTENING SUMMARY SHEET

- Good communication skills involve **listening**.
- Be a good listener. Let other people finish sentences. Avoid interruptions that say,
"Get on with it, I haven't got all day!"
- Be courteous. If you do not have the time to talk, make a statement like
"I would like to stay and talk, but I have an appointment."
- Demonstrate good listening skills that show the other person you are interested in what they have to say. Some examples of good listening skills include:
 - Using **eye contact** (where culturally appropriate)
 - Using appropriate **facial expressions** (e.g. smiling, looking attentive)
 - Showing proper **body posture** (e.g. facing the person, leaning towards the person).