



FREEDOM ENGLISH ACADEMY
COACHING FOR PROFESSIONAL JOBS

STM 14 - Active Listening Workshop

Duration: 1 Day

v23.9.19

Objectives:

- Participants should be able to understand the internal and the external barriers to active listening.
- Participants should be able to differentiate between listening, hearing and active listening.
- Participants should be able to understand the importance of active listening and display it in a conversation

STM 14 - Active Listening Workshop

Day 1

Time	Objective	Activity
9:00am - 11:00am	To define active listening.	<p>Introduction:</p> <p>The Trainer writes "Listening" on the board and asks participants to tell what comes to their mind when they see this word. He / She takes responses and notes them on the board.</p> <p>Transit to the difference between Listening and Hearing by the following activity:</p> <p>Tell trainees to close their eyes and listen to the different sounds in the room. Trainer plays a song in the background. He / she then informs trainees in advance to make a mental note of the sounds which they would hear.</p> <p>Once they open their eyes, he/she asks them to list all the sounds which they heard in the background. This is used to differentiate between Listening and Hearing.</p> <p>(The main difference is that Hearing is an involuntary exercise while listening is a voluntary exercise.)</p> <p>Then trainer writes the word "Active" onto the board and asks the trainees to tell what comes to their mind when they see this word.</p> <p>He/she writes their responses on the board and connects listening with being active while listening.</p> <p><u>Checks with the taxi driver story. It works as a good puzzle. It also almost immediately addresses the importance of active listening</u></p> <p>Imagine you are a taxi driver. Your taxi is standing at Kashmiri Gate and the number of your taxi is DL 5468. It is 10 in the morning and a customer approaches and asks to be dropped to Connaught Place. CP is about 7kms from Kashmiri Gate and it takes about an hour to reach, keeping the traffic in mind. You reach CP at 11:15am. The meter says Rs750. The customer gives you a thousand and says, "Keep the change."</p> <p>Question – How old is the taxi driver?</p> <p>The answer, of course, is apparent. Since you are the taxi driver, your age is the correct answer.</p>

11:00am - 11:15am		Tea Break
11:15am - 1:00pm		<p><u>Activity:</u></p> <p>Divides the class into pairs. One of the partners will share about the best person of his/her life. However, trainer will inform in advance that they will be disturbed by him. As they start speaking, trainer plays songs.</p> <p>Once they finish sharing about the best person of their life, trainer asks the following questions:</p> <ul style="list-style-type: none"> • How was the experience? • Did you struggle to listen to the speaker? • Can you name any song played in the background? <p>Trainer steers the conversation towards types of listening – Active and Passive Listening. Gives examples of Active and Passive Listening.</p> <p>Passive listening examples:</p> <ul style="list-style-type: none"> • Music playing in the background while you wash clothes. • People talking around you while you are reading. • Politely listening to someone while your mind is adrift. <p>Active listening examples:</p> <ul style="list-style-type: none"> • Focusing on a lecture and taking notes. • Participating in a debate or a discussion where you listen and respond. • Sharing emotions and feelings through a conversation with a friend. • Listening to or talking about something that you are interested in <p>Trainer tells trainees that there is one more challenge for them.</p> <p>He/she divides the class into the groups of 3. One person in the group will share the best experience on his/her life while the second person will listen to the first person carefully and whenever a different thought comes to his/her mind or his/her mind drifts away, he/she would tap on the chair with a pen. Third person will count the number of taps.</p> <p>Debrief: If listening is a very common skill, why we are unable to pay attention to what the person is saying.</p> <p>Trainer to lead a discussion towards barriers that we have, i.e. Internal and External Barriers.</p>

		<p>Some external barriers:</p> <ul style="list-style-type: none"> • Weather • Noise from outside • Strong smells • Distracting clothing <p>Some internal barriers:</p> <ul style="list-style-type: none"> • Thinking about home work • Mind drifting to some personal matters • Depression • Excitement about something else • Prejudice and bias (for/ against the topic or the speaker) <p>Link to the audios: https://drive.google.com/open?id=1JtZ4WyFKkNXNZKui0qriexFqzk_JEjAc</p>
1:00pm - 1:45pm		Lunch Break
1:45pm - 2:00pm		Energizer: Spell Bee
2:00pm - 4:00 pm		<p>How does it feel when somebody doesn't listen to you:</p> <p>Trainer divides the class into two groups – Celebrities and Reporters Trainer to ask the Celebrities to sit individually anywhere in the room and ask the reporters to go out of the room. Trainer will tell the Celebrities to share about their likes and dislikes and speak like a celebrity when the reporter will ask the question. Trainer will go out and ask the reporters to take the interview of celebrities and ask them only one question: What was your best trip in life and why was it the best one? But trainer will give the reporter instructions that they have to start ignoring the celebrities after 30 seconds of the spoken time of the celebrity. Give them 5 minutes and ask the celebrities about how they felt. Now repeat the activity and ask the reporters to listen to the celebrities as it is the most interesting thing that they have every listened to.</p> <p>Ask celebrities:</p> <ul style="list-style-type: none"> • What are the difference between the two interviews? • Have they experienced it in their in past? • How does it feel when you share something and the other person doesn't listen to you?

		<p>Explain and share tips to improve active listening.</p> <p>Ask participants how they deal with the barriers to active listening that they have experienced.</p> <p>Once most participants have shared, share some of the tips to overcome barriers to active listening. Explain the importance of each as you go down the list. You will need to prepare yourself a little. Ask participants to take notes. Tell them they will be tested on these skill sets towards the end of the lesson.</p> <ul style="list-style-type: none"> • Para Phrasing • Taking notes • Asking Questions • Verbal nods <p>Once you have shared the tips to overcome barriers to active listening, tell participants that they are going to try and use these tips in a conversation through group discussion.</p>
4:00pm - 4:15pm		Tea Break
4:15pm – 6:00pm		<p>Practice Active Listening:</p> <p>Divide the class into two groups. Tells one group to discuss all the external barriers of listening and how to overcome these barriers. The other group will listen to them carefully.</p> <p>Next, second group will discuss all the internal barriers and ways to overcome these barriers. First group will listen to them carefully.</p> <p>It shall be followed by a discussion about if the teams have missed something or not.</p> <p>Action plan and learning of the day (Check out)</p>

Appendix 1

Listening test – Active listening

This is a phone message that was left by Danish on Rahul's answering machine.

Hi Rahul! This is Danish. I wanted to tell you that the bike I had booked last month is finally here. The new Thunderbird 500CC. It is such a smooth ride man. You should come over and try it sometime. Anyway, next Tuesday I'm going to Jaipur to meet my brother who is studying history at the Agra University. I was wondering if you want to come along. Also, see if you can ask David to join us. I don't have his phone number. I will take care of the accommodation at Jaipur since I know a few friends there so don't worry about that. You just have to tell me about your plans by Sunday and I will arrange it. We can take our bikes or we can take the early morning train that leaves from The New Delhi Railway Station. Let me know. It has been a long time since we have travelled and I am also very excited to meet my brother. I think you'll get along really well. I'll wait for your call. Bye!

Questions:

1. What is the name of the speaker and how are the two related?
2. What did the caller want to share?
3. What bike did the caller buy?
4. Where is the caller going?
5. When is the caller going there?
6. Why is the caller going there?
7. Who else did he invite and why didn't he call that person himself?
8. What is his brother studying and where?
9. How are they planning to travel?
10. What is the caller excited about?

Appendix 2

Techniques to improve active listening

Paraphrasing – Paraphrasing is simply repeating what the other person said to ensure that you have understood everything. You are not supposed to parrot everything the person says (because that can get annoying) but repeat the key words or the expression. This tells the other person that you are listening and helps you clearly understand the information as well. Some examples are: “If I understand you correctly...” “So what you are saying is...” “What I understand is...” once you have shared some of these examples with the participants, ask them to come up with a few.

Take notes – It is difficult for the human brain to remember everything. It is a good idea to take notes while you listen to a lecture or someone sharing information. This will help you focus and will take care of most of the external and internal barriers since you will be writing everything that you listen.

Ask question – Never hesitate to ask questions for clarity. Communication breaks down when there are misunderstandings.

Verbal nods – Verbal nods encourage the speaker to share what he/ she wants to without fear of being judged. It also tells the speaker that the listener is involved in the conversation. Additionally, it lets the speaker understand the information and come up with an appropriate response. Examples, “ok”, “alright”, “I understand” “I see what you mean”, “hmm”, etc.