



Tool: Listen

Title: Listening Practice

Objective: Participants will be able to practice active listening skills.

Materials: None

Activity: 1. Participants should pair up for this listening activity. One person will speak first and the other person will practice their listening skills.

2. The speaker should pick something they are willing to talk about with their partner. A list of suggestions is listed below:

- What is your favorite part of your job? Why?
- What important decision have you made recently?
- What are some ideas you have about what would increase the performance of your team? Your organization?
- What company/group problem would you like to see addressed?
- What would have the greatest impact on our community?

3. The Listener should listen to the speaker talk about their selected topic and practice using the following listening behaviors.

- Seek to understand (their point of view)
- Ask effective questions
- Respect the person through your words and body language

4. Facilitator: Let the activity run for 5-7 minutes. Allow time for the listener to ask questions and to fully understand the speaker's perspective.

5. **Debrief:**

(Listener Role)

Which of the listening behaviors was the easiest to use? Most difficult?

- Were there any obstacles to you listening? What were they?
- How did it feel to use the listening behaviors? What did you learn?

(Speaker Role)

- What did the listener do that let you know they were listening to you?
- How did you feel when you felt listened to?
- What did they do that indicated that they were not listening to you?
- How did you feel when you didn't feel listened to?
- What suggestions do you have for the listener that would help them be a better listener in the future?