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Practice Using Effective Listening Skills

TRANSITION OBJECTIVE

Students will analyze listening skills by identifying behaviors of active and passive listeners.

RELEVANCE TO SUCCESSFUL TRANSITION

In school, with friends and family and in the work world, listening is one of the most important skills for us to have and use effectively. In fact, the ability to listen well will determine our success in school, at work and in our relationships with others. Listening is a set of skills that can be learned and used effectively throughout life. It is critical to learn these skills early so that we can experience maximum success.

INSTRUCTIONAL SEQUENCE

❑ STEP 1: Update Journal

I know someone is listening to me when . . .

❑ STEP 2: Convene Roundtable

"One way I can tell someone is not listening is that they ____."

❑ STEP 3: Advance Organizer

"Today you will learn to use powerful listening skills."

❑ STEP 4: Activity - 15 Minutes

Ask students to think about someone they like to share problems with or to ask for help. Then ask if this person is a good listener. Next, ask students to determine how well they listen and rate themselves on a scale from 1 to 10, using 1 for a poor listener and 10 for a great listener. After sharing their rating with a partner, discuss reasons for this rating with the group.

In pairs, have students discuss the behavior of a good listener. Encourage them to comment about facial expression, posture and use of words. As students share, write their ideas on the board. Next, have pairs share experiences they have had in which they felt the person was not fully listening. Ask them to think about what the listener did that gave them that feeling. Ask "Is it OK to multitask while listening to someone? When is it OK or not OK? Why?"

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CAREER MANAGEMENT: Unit 1
LESSON 7


Are You Listening?

Passive listening:

- Listener says very little
- Listener's body is often turned away from the speaker
- Listener doesn't seem to be paying full attention to the speaker
- Listener is distracted by something else such as a cell phone

Active listening:

- Listener has good eye contact
- Listener shows interest in person
- Listener has encouraging facial expressions
- Listener uses correct voice tone
- Listener has open posture




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CAREER MANAGEMENT: Unit 1
LESSON 7

LISTENING SKILLS



Eye contact:
look into eyes while listening

Interest in person:
face person and lean forward

Encouraging facial expressions:
nodding, smiling, or looking serious

Correct voice tone:
pleasant or serious

Open posture:
hands, arms, feet, and legs open not crossed

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□ STEP 5: Activity - 30 Minutes

Discuss passive and active listening using the handout **Are You Listening?** on a screen image. Describe examples of these behaviors. Give brief demonstrations by asking students to tell you what they had for dinner last night while you show either passive or active listening. Have the group identify which one you have demonstrated.

Form cooperative groups of three. Using a screen image, review the first item on the handout **Listening Skills** encouraging student comments. Ask students to continue sharing in groups until every item has been discussed. Monitor groups and check for understanding. In pairs, have students tell each other what they did after school while the other practices active listening. Summarize by asking questions to verify that students have gained an understanding of passive and

active listening. Questions: "What is one thing you have learned about being an active listener? What is one thing a passive listener might do? Would you rather tell something to an active listener or a passive listener? Why? What kind of listener do you think you are, passive or active? Why?"

□ STEP 6: Evaluate Outcomes

When I listen to someone I will "_____."

□ STEP 7: Connecting Activity

Over the next few hours, notice how people behave when they listen and decide if they are passive or active listeners. As you listen, observe your own listening skills. Are you an active or passive listener? Pay special attention to listeners who are multitasking while listening, show no text messaging or focusing on the cell phone screen.

KEY WORDS

eye contact**active listening****passive listening
distracted listeners****responsive****multi-tasking****MATERIALS AND PREPARATION**

- Student Handouts: **Are You Listening?**, page 27; **Listening Skills**, page 28.
- Prepare to discuss and demonstrate passive and active listening using the handout **Are You Listening?**.
- Prepare a screen image of the handout **Listening Skills**.

SCANS FOUNDATION SKILLS

- Basic Academic Skills: Listening, Speaking
- Thinking Skills: Visualizing, Reasoning
- Personal Qualities: Sociability, Self-Management