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Practice Effective Listening Skills

TRANSITION OBJECTIVE

Students will practice effective listening skills and apply these to a work situation.

RELEVANCE TO SUCCESSFUL TRANSITION

Understanding how body language and facial expressions affect communication is an important skill. Listening and knowing how to communicate verbally and nonverbally is essential for success on the job.

INSTRUCTIONAL SEQUENCE

❑ STEP 1: Update Journal

I am a good listener because . . .

❑ STEP 2: Convene Roundtable

"One important thing I do when I listen is _____."

❑ STEP 3: Advance Organizer

"Today you will learn and practice positive listening skills."

❑ STEP 4: Activity - 20 Minutes

Have students imagine two people who are talking. The person who is talking is telling a very interesting story. The other person is listening intently. Ask students to describe the following about the person who is listening: facial expression, behavior, body position and eye contact. Go over the handout **Listening Skills**. Have students practice these skills with a partner. One partner will tell the other about their first day of high school for one minute. The listener will use all of the listening skills. Have the partners reverse roles so that each has a chance to practice listening.

❑ STEP 5: Activity - 25 Minutes


Have students work individually or in pairs to complete the story sheet, **How to Listen**. They read each story, identify the listening skills that need work and then describe how those listening skills can be improved.

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CAREER MANAGEMENT: Unit 3 LESSON 5

LISTENING SKILLS



Make eye contact:
look into eyes while listening

Show interest in the person:
face person and lean forward

Give encouraging facial expressions:
nod, smile, or look serious

Use correct voice tone:
sound pleasant or serious

Keep an open posture:
hands, arms, feet, and legs are open, not crossed

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CAREER MANAGEMENT: Unit 3 LESSON 5

How to Listen

Read each story and write which "listening skills" Lucas needs to improve, then write how he can improve or change them.

Lucas is talking with his boss, Mr. Wells. She is explaining how to work the new inventory computer. It is very technical and Mr. Wells is explaining, in detail, how to use the new computer program to control inventory. Lucas is listening but he keeps looking toward the door waiting for Andy, a coworker, to enter. He needs to ask Andy to change work days with him over the weekend so he can go to a party. Mr. Wells is becoming frustrated with Lucas because she thinks he is not paying attention. She finally asks Lucas if he wants to do this another time. What listening skills can Lucas improve and how?

Lucas is working at the check-out counter. All of a sudden, five people line up to buy their selections. A customer steps up to the counter and asks Lucas for help finding an item. Lucas turns to look at the customer and tells her, "Well a minute and I will call another sales person." The customer looked shocked because of the impatient way he talked to her. What listening skills can Lucas improve and how?

Andy and Lucas are in the break room. It has been a long day because of the sale. Mr. Wells comes in and asks how they think the sale has been going. Andy is enthusiastic and tells her that he thinks the sale has been successful. Lucas looks bored and yawns when he says it has been pretty busy. Mr. Wells asks if they could stay an extra hour to help clean up the racks and shelves. Andy smiles and tells her he could stay. Lucas rolls his eyes and says he has already been on the floor for eight hours. Mr. Wells ignores Lucas and tells Andy she appreciates his positive attitude. What listening skills can Lucas improve and how?

Lucas has a meeting with Mr. Wells to go over his evaluation. As he sits across the desk from her, he crosses his legs resting his elbows on his knees. After Mr. Wells talks to him about improving his attitude, Lucas hunches over and crosses his arms. Mr. Wells continues going over his evaluation. Lucas sits lower in his seat looking at the floor. Mr. Wells finally asks Lucas if he is interested in the evaluation. He looks up at her and says in a flat voice, "Sure, I guess." What listening skills can Lucas improve and how?

Mr. Wells sees Lucas on the sales floor painting the "Sale" sign. She needs to tell him the sale prices and wants to show Lucas a list of sale items. As she begins to tell Lucas about the sale, he keeps working on the sign with his back to her. When she asks him to look at the list, he takes the list briefly, then hands it back to her and turns to the sign. Mr. Wells tells him that it is important for him to know which items will be on sale. With his back to her, Lucas says he knows about the sale and has a copy of the list at the counter. Mr. Wells walks away, shaking her head. What listening skills can Lucas improve and how?

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Tell students they will learn active listening skills and how to accurately hear what is being said. Explain to students that “listening is a skill that can be learned. It is important to listen and hear what others are saying because it will help you respond in the best way. On the job, listening well will help you to be successful. It is critical to listen and hear what your boss says. It is equally important to listen carefully to your co-workers. The better

you listen, the better your work becomes and the better you will get along with others.”

☐ **STEP 6: Evaluate Outcomes**

The listening skill I need to practice is “_____.”

☐ **STEP 7: Connecting Activity**

Observe how three people listen to another person, such as a teacher and student, parent and child and supervisor and employee.

KEY WORDS

listen

communication

**responsive
eye contact**

agencies

supportive

MATERIALS AND PREPARATION

- Student Handouts: **Listening Skills**, page 147; **How to Listen**, page 148.
- Prepare a screen image of the handout; prepare to discuss listening skills.
- Prepare a screen image of the story sheet and prepare for discussion.

SCANS FOUNDATION SKILLS

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