

# Active

# Listening

30 mins

Language

Teamwork

Communication

This session explores how we listen to people. And we mean *really* listen (we have two ears and one mouth). Here are six active listening tips that will help you better converse with people.

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## 01 Ask open questions

Ask questions that don't have a yes/no answer. Open questions get more honest and expansive answers.

*"How long have you been feeling like this?"*

## 02 Summarise

Summarise what they've said and feed it back. It helps the speaker feel supported and get to the heart of the problem.

*"It sounds like you're angry at the way he spoke to you today."*

## 03 Reflect

Repeat back a word or phrase to make them feel heard and encourage further dialogue.

*"It's been really difficult..."*  
*... "Difficult..."*

## 04 Clarify

Invite them to be more specific where necessary. Get them to investigate the problem further to uncover the important details.

*"Tell me more about that"*

## 05 Encourage

Prompt them to expand on what they're saying. It sounds obvious, but some support or encouragement makes all the difference.

*"Go on" or "I see"*

## 06 React

Respond empathetically and naturally. You don't have to be a robot to be an effective active listener! Be natural, not neutral.

*"I can feel that you've had a really rough time"*

## The challenge

Now consider how you might apply some of these listening techniques if someone came to you with one of the following issues.

*"I'm feeling overwhelmed because my teacher gave me too much homework."*

*"I feel I humiliated myself when I answered the question wrong in front of class."*

*"I feel excluded in the group project."*

*"I am being left out of games in the playground."*

## Discussion points

## Targets

## Next time

Supports learners' 'ability to understand and appreciate the viewpoints of others' (SMSC handbook)



TAKEAWAY

Active listening