

Listen Closely

Category of Competencies: Communication Skills

Description:

An activity to highlight the importance of listening and the use of body language when communicating.

Activity Categories:

Group, One-Off Session

Main Competencies Involved:

Communicative Focus, Listening Skills, Non-verbal Communication

Other Competencies (Different Category):

Emotional Self-regulation, Participation

Resources Needed and Practical Considerations:

Chairs for the group, flipchart and markers, role-play cards, timer

Estimated Time:

20 minutes

Description of Activity:

Part A

Step 1: Divide the group into pairs and assign each pair as either role A or role B.

Step 2: Distribute Role Play 1 to all participants assigned as role A, explaining that they should keep the information secret.

Step 3: Instruct those assigned as role B to discuss a positive/happy topic of their choice for one minute. Suggested topics may include:

- My favourite sports team...
- My favourite TV programme...
- My favourite hobby

Processing Questions for Part A:

What did you notice about the behaviour of partner A?

How did B feel when they were not listened to?



What did B do when they were not listened to?

Part B

Step 4: Distribute Role Play 2 to partner B and ask those in role A to talk for one minute on a topic of their choice.

Step 5: After the role play, allow participants time to discuss their experience.

Processing Questions for Part B:

What did you notice about the behaviour of partner B?

How did A feel when they were listened to?

What did A do when they were listened to?

What else can you do to show that you are listening to someone?

Part C

Step 6: Distribute Role Play 3 to partner A and ask those in role B to talk for one minute on a different topic of their choice.

Step 7: After the role play, allow participants time to discuss their experience.

Processing Questions for Part C:

What was different this time?

Did the Bs feel like they were listened to?

What is the value of being listened to?

What can we do to demonstrate that we are actively listening?



Role Play Cards

Role Play 1

- You are not listening to what your partner is saying and show this by fidgeting, looking out the window or around the room, taking something out of your bag, looking at your phone, yawning, etc.
- You do not make eye contact with your partner.
- **You Must Not Speak**

Role Play 2

- You are listening attentively to what your partner is saying, and show this by maintaining good eye contact (without staring). You are leaning slightly forward in your chair and are relaxed.
- Show your partner you are interested in what they are saying through gestures like nodding your head and smiling.
- **You Must Not Speak**

Role Play 3

- You are listening attentively to what your partner is saying, and show this by maintaining good eye contact (without staring). You are leaning slightly forward in your chair and are relaxed.
- Show your partner you are interested in what they are saying through gestures like nodding your head and smiling.
- **You Should Speak**, ask questions, and reflect back to the person what you have heard.

