





Leader's Notes: *Who's Listening?* Activity

Conducting the Activity

DISTRIBUTE the *Who's Listening* worksheet (page 4)

Worst Listener You Know					Best Listener You Know				
1	2	3	4	5	6	7	8	9	10
									
Behaviors					Behaviors				
Where are You?									
1	2	3	4	5	6	7	8	9	10
									
Your Behaviors:									

Part 1

EXPLAIN that they:

- Should think of the worst listener and the best listener they know, but they should **NOT** use real names.
- Will complete Part 1 of the worksheet individually and then they will discuss it with their small groups.
- After small group discussion, they will complete Part 2 individually.

ALLOW participants 5 minutes to complete the Worksheet (see illustration below).

NOTE: When learners have completed Part 1 of their worksheet, **ASK** them to share their lists of behaviors with their groups. **REMIND** them **NOT** to use names. **ALLOW** 5 minutes for group discussion.

Part 2

After small group discussion, **ASK** learners to complete Part 2, which is a self-assessment.

Debriefing the Activity

ASK:

What behaviors did you discuss in your small group for the Best Listener? For the Worst Listener?

Suggested answers include: Best: eye contact, words and body language show they care; full focus, etc.

Worst: Distracted, not paying attention, not looking at me etc.

What influence does your Best Listener co-worker have over the quantity or quality of your work?

Suggested answers include:

I am more open to their feedback. Quantity/quality are better because they listen to my concerns, etc.

How do you feel having conversations with the person you are thinking of as Best Listener? Does it affect your job performance?

Suggested answers include: I feel cared about. It makes me want to always do my best, etc.

How does this person's ability to listen to you and others affect the work group and environment as a whole?

Suggested answers include: Communication is better so there are fewer misunderstandings, etc.

How does the behavior of the Worst Listener affect both the quality and quantity of work that you do?

Suggested answers include: Everything takes longer. There are more problems and misunderstandings, etc.

When someone is talking to us, what options do we have?

We can choose to focus our attention. We can choose to reduce distraction. We can choose to stop for a few minutes to sit down and listen.

What can you say to someone who catches you at a time when you can't listen well?

I want to give you my full focus, but I am in the middle of something right now. Can you give me 10 minutes? Or, can we set up a time to get together later?

ASK group for their tips for effective listening. Make sure all Tips for Becoming a Best Listener are raised.

Tips for Becoming a Best Listener!

Effective listening holds potential for effective problem-solving, builds trust, and opens the way for meaningful, ongoing communication and results. To become a best listener, consider and incorporate the following:

- The benefit of one person’s ability to be an effective listener carries beyond individual conversations. Attention and good listening set a tone for the interactions that follow. Be an effective listener and influence many!
- As a listener, focus on the speaker—what are they really trying to say? What are they feeling? What is their need, and how can you help?
- The listener demonstrates a deep level of focus and concentration by maintaining eye contact and comfortable body language. Attention goes a long way toward relieving tension and letting the speaker know they have your undivided attention. Your eye contact and body language are part of effective listening.
- Let the speaker DO most of the speaking and avoid interrupting them. Stop your rebuttal brain from formulating responses while you are listening.
- Prompt the speaker with encouragement and phrases such as, “Tell me more about that...” or “You must have felt...”
- Clarify what the speaker is saying by asking questions to understand. Say something like, “Let me make sure I understand...”

Activity excerpted from the Leader’s Guide for the video training program, *Nobody’s Listening*.



www.mediapartners.com
(800) 408-5657

Worksheet: Who's Listening?

Part 1





Think about the worst listener you know and the best listener you know. Do NOT use real names.

Circle a number for each of them on the Worst Listener-Best Listener scale.

1. Think about your conversations with these two people. What do each of them do that make them the best or the worst at listening?
2. In each box, list what they do—the observable behaviors—that make them the best or worst listener you know.
3. Be prepared to share your answers in your small group.

Part 2

1. In the *Where are You?* section, circle the number that represents where you are on the scale—at the appropriate position for your own listening skills.
2. List a few of your own listening habits in the bottom box.

Worst Listener You Know					Best Listener You Know				
1	2	3	4	5	6	7	8	9	10
									
Behaviors					Behaviors				
Where are You?									
1	2	3	4	5	6	7	8	9	10
									
Your Behaviors:									