

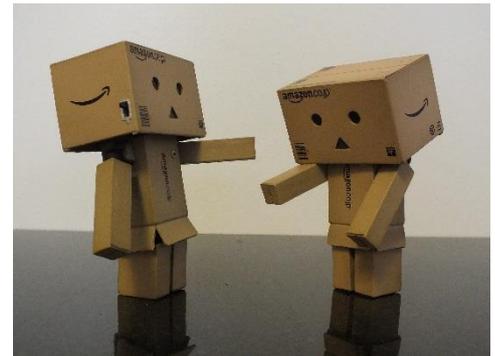
# Active Listening



## Session Objectives:

To be able to listen to another person giving them their whole attention.

To be able to demonstrate some of the Active Listening Skills of paraphrasing, not interrupting or adding own points of view etc.



## Session Outcomes

- ✓ To be able to listen to another person giving your full attention.
- ✓ To be able to describe what active listening is like.
- ✓ To be able to demonstrate active listening with another person.

## Lesson Plan:

### Task

KS1: To share a telephone conversation with someone.

KS2/KS3: To be able to describe what Active Listening is and to demonstrate some of the features of this.

KS1:

1. Demonstrate two people engaging in a conversation where the listener is distracted and not listening fully.
2. Discuss how the person talking is feeling
3. Share with the children that you are going to Actively Listen to the person and ask them to 'Spot the Difference'
4. Write a list of differences or things the children noticed
5. Ask the children to work in pairs to demonstrate good listening skills whilst on the phone to a friend who is telling them all about their holiday.
6. Ask the person who was the listener to share 3 facts about the holiday after listening.
7. Ask the children to change over
8. Share some of the experiences and ask the children to spot the skills and share these at the end.

### KS2:

1. Demonstrate two people engaging in a conversation where the listener is distracted and not listening fully.
2. Discuss how the person talking is feeling
3. Share with the children that you are going to Actively Listen to the person and ask them to 'Spot the Difference'
4. Write a list of differences or things the children noticed
5. Ask the children to get into pairs and try out both active listening and poor listening
6. Discuss how it feels.
7. Highlight the skills and behaviours used when active listening to someone.
8. Ask the children to create a poster for the class to show how to actively listen to someone.

### KS3.

1. Demonstrate two people engaging in a conversation where the listener is distracted and not listening fully.
2. Discuss how the person talking is feeling
3. Share with the children that you are going to Actively Listen to the person and ask them to 'Spot the Difference'
4. Write a list of differences or things the children noticed
5. Ask the children to get into pairs and try out both active listening and poor listening. Stop and ask children to demonstrate different points as they are observed.
6. Discuss together how it feels to be truly listened to and when the listener isn't really interested.
7. Ask the children to write a conversation between themselves and their best friend while they are on the phone. Explain that you would like them to show the language they would use to support their friend manage a difficulty.
8. Share the phone conversation as an example and explore the different language used and how this influences the conversation.
9. Highlight the neutrality of the friend throughout - discuss how hard this is but also how it helped, enabling the person to work through their anger and to a place where they had worked out what to do by themselves.
10. Ask the children to work in pairs. Discuss the sort of scenarios they could use - (keep them simple.) and come up with a phone script of their own.
11. Share and discuss

**Resources:**

1. Telephones
2. A short passage about a topic being explored
3. Active Listening Highlights sheet
4. Active Listening Transcript

**Important Points:**

When we listen to someone talking with our whole mind and body they feel listened to and we are more likely to understand them more fully  
Active Listening is a skills that can be developed

**Learning links:**

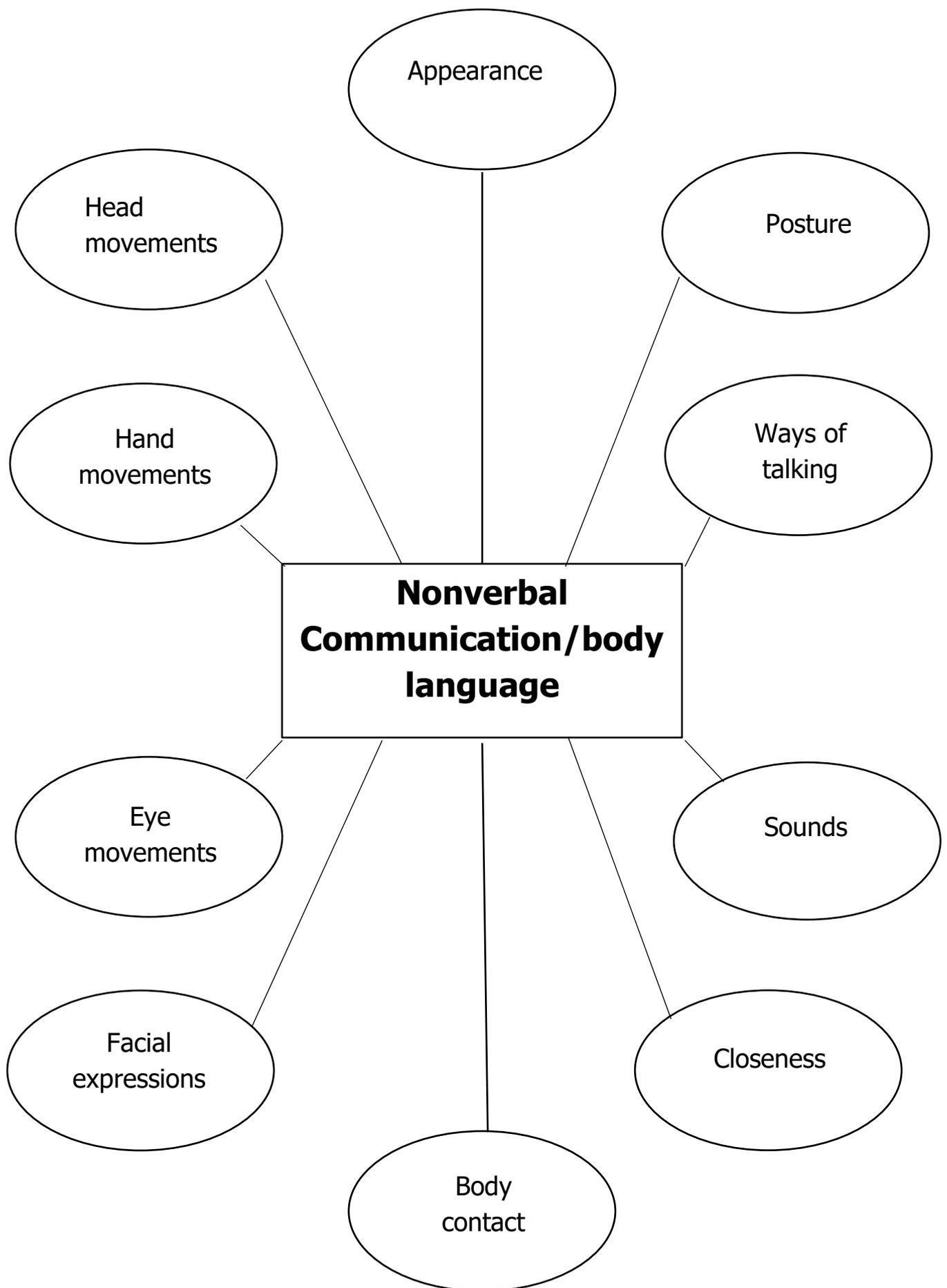
Speaking and Listening, relationships, co-operation, team work, social competencies

**Reflection:****Questions:**

**Positive comment from child:**

**Positive comment from adult:**

Learning Dimensions		Social & Emotional Skills	
Strategic Awareness		Emotional Literacy	
Learning Relationships		Neuroscience	
Curiosity		Self-Regulation	
Creativity		Self-Development	
Meaning Making			
Changing & Learning			
Resilience			



## Guide for Active Listening

1. Make eye contact when the other person is talking. Most of the time you should aim for eye contact to be about 60-70% of the time that you are listening.
2. Lean toward towards the other person, and nod your head occasionally. This shows that you are interested and paying attention to what they are saying.
3. Avoid folding your arms as this signals that you are not listening - you shut them out with your folded arms.
4. Instead of joining in the conversation and saying, what you think or feel, simply paraphrase what has been said. You might start this off by saying "In other words, what you are saying is...".
5. Do not interrupt while the other person is speaking.
6. Do not think or plan what you are going to say in return to their language. This ensures that if they say something at the end you have listened and taken this in - they may change their mind at the end of a conversation or add something important that if you have an answer ready you may miss.
7. In addition to listening to what is being said, watch their other nonverbal actions. These will give you clues about what they are thinking or feeling as they talk. Other nonverbal actions are Facial expressions, tone of voice head movements, hand movements or their posture these can sometimes tell you more than words alone.
8. While listening, stop your own thoughts and internal talk but avoid switching off or daydreaming. It is impossible to y listen to someone else and your own internal voice at the same time.
9. Show interest by asking them questions to clarify or help you understand what they are saying. Try and ask open-ended questions to encourage them to share more about what they are thinking or feeling. Try to avoid questions that only need a yes or no answer, as these tend to make the conversation stop or lose its flow.
- 10..Try not to change what you are talking about as this makes the other person think that you were not listening to what they were saying or that you are not interested in their ideas or views.
- 11..As you listen, be open to what they are saying listen properly to their ideas and views try to be neutral and withhold judgment about what they are saying.

## Active Listening in Action

The conversation below shows how active listening can make the speaker feel heard and understood and helps them to open up and say more about what they think and feel and the reasons behind this.

**Sally:** Hi Emma... I'm so sorry to phone you like this, but I've had a fight with my sister and I'm feeling really miserable as we haven't spoken since.

**Emma:** Hi Sally... no worries its fine, I'm glad you thought you could phone me. It's not a problem. So you had a fight and now you guys aren't talking to each other?

**Sally:** Yes.... we were arguing because I wanted to borrow her long black coat as I was going out and it looks so good, she'd said I could borrow it but then she said she had to wear it as she was going out with Roger. I was so cross as I was really looking forward to wearing it and I haven't got a decent coat as Mum said she was getting me one for my birthday next month. It was so unfair especially as she has said yes and then just because of that stupid Roger she changed her mind. I got really mad and shouted at her and then slammed out, but now I feel bad, I said some really mean things at the time.

**Emma:** I hear you...you got really mad about her saying you couldn't borrow her coat when she had said you could and you shouted and got really angry and said some unkind things, but now you feel bad about it.

**Sally:** Yes, she just made me so angry, assuming that my going out wasn't as important as her date. She knew I hadn't got a coat as I had to wait for my birthday. I know her date with Roger was important but I thought that she would keep her word as she had said that I could wear it. I got so cross we couldn't talk about it anymore.

**Emma:** Sounds like you were angry because she went back on what she had said.

**Sally:** Totally. Maybe I should just tell her in a calm way how hurt and upset I was and that I know it is her coat but it was the breaking of a promise that upset me. I just don't like the fact that she is not talking to me as we normally

get on so well and have a real laugh. She probably needs to know I am sorry for what I said and am sorry I got so angry with her - it's only a coat!

**Emma:** So... maybe you will talk to her and tell her you understand her feelings... and that you miss talking and sharing things with her.

**Sally:** Yes, that's what I think I will do. Thanks! I feel a lot better just having a chance to share what I was feeling.