

## Activity: Active Listening – a practical training activity

**Duration:** 35 minutes

**Objectives:** Participants are given the opportunity to **practice the skill of active listening**

**Presentation:** The trainer explains how active listening works:

- listener paraphrases,
- repeats back,
- summarises,
- asks clarification questions

More about active listening:

The trainer also explains why it is useful: normally in conversation/conflict we do not truly listen but instead are thinking about what we will say next, but active listening forces us to listen – meaning speaker feels heard and we genuinely do hear).

<https://www.mindtools.com/CommSkill/ActiveListening.htm>

The trainer demonstrates active listening at the front with volunteer (volunteer recounts problem they are dealing with, trainer listens actively. Does not try to fix problem!)

**Practice:** Then training participants are put in groups of three. Each is assigned a letter (A, B, C). In 5 minutes segments each practices active listening:

1<sup>st</sup>: A speaks, B listens, C observes.

2<sup>nd</sup>: B speaks, C listens, A observes.

3<sup>rd</sup>: C speaks, A listens, B observes).

After each 5 minutes slot the trainer asks the whole group how they felt:

How did speakers feel? How did listeners feel? How did observers feel?

Any observations?

*Process is repeated until each has had the chance to practice active listening.*