

# Facilitator Guide

## Listening Skills

EVALUATION PURPOSES ONLY

<b>Program Name</b>	Listening Skills
<b>Audience</b>	Executives
<b>Key Facilitator(s)</b>	
<b>Venue</b>	

Version Control		
Date of update	Author	Comments about updates
DD/MM/YY		

SAMPLE FOR EVALUATION PURPOSES ONLY

### General Learning Objectives

1. Learn how to listen in every interaction
2. Differentiate between productive and unproductive communication
3. Use listening skills to develop your own listening style that demonstrates engagement and involvement in interactions

### Specific Learning Outcomes

**After this workshop, participants should be able to:**

1. List the importance of listening skills in business and personal relationships
2. Explain the principles of effective listening and how to apply them
3. Define common barriers to effective listening
4. Differentiate between productive and unproductive communication
5. Develop communication by practicing methods of active listening

### Agenda

Module Name	Module Objectives	Duration
1. Pre-Session Warm Up	<ul style="list-style-type: none"> <li>• Setting ground rules for the workshop</li> <li>• Logistics and breaks</li> </ul>	10 mins
2. Course	<ul style="list-style-type: none"> <li>• Provide an introduction to the workshop, its purpose, learning objectives, agenda</li> <li>• Introduce facilitator(s) and participants</li> </ul>	20 mins
3. Listening Skills	<ul style="list-style-type: none"> <li>• List the importance of listening skills in business and personal relationships</li> <li>• Explain the principles of effective listening and how to apply them</li> </ul>	30 mins
4. Take a Break!	<ul style="list-style-type: none"> <li>• Energizer</li> </ul>	15 mins
5. Barriers to Effective listening	<ul style="list-style-type: none"> <li>• Define the common barriers to effective listening</li> </ul>	35 mins
6. Listen and Learn	<ul style="list-style-type: none"> <li>• Differentiate between productive and unproductive listening</li> <li>• Methods to develop your listening skills</li> </ul>	35 mins
7. Energizer	<ul style="list-style-type: none"> <li>• Energizer</li> </ul>	15 mins



8. Active Listening	<ul style="list-style-type: none"><li>Develop communication by practicing methods of active listening</li></ul>	30 mins
9. Conclusion	<ul style="list-style-type: none"><li>Recap of the key learning points in the workshop</li><li>Q&amp;A session to resolve participant queries</li></ul>	20 mins
<b>Total Duration</b>		<b>3 hrs 30 mins</b>

SAMPLE FOR EVALUATION PURPOSES ONLY

<b>Materials List</b>		
<b>Module Name</b>	<b>Activity Name</b>	<b>Materials Required</b>
1. Pre-Session Warm Up	<ul style="list-style-type: none"> <li>Rules of Engagement</li> </ul>	<ul style="list-style-type: none"> <li>Rules of Engagement video</li> </ul>
2. Course	<ul style="list-style-type: none"> <li>Icebreaker 1</li> <li>Icebreaker 2</li> </ul>	<ul style="list-style-type: none"> <li>A bag of sweets / mints / jellybeans</li> <li>Flipchart paper</li> <li>Participant workbooks</li> </ul>
3. Listening Skills	<ul style="list-style-type: none"> <li>Activity 1: Quick Thinking</li> <li>Activity 2: Active Listening</li> </ul>	<ul style="list-style-type: none"> <li>Video (optional)</li> <li>Flowers</li> </ul>
4. Take a Break!	<ul style="list-style-type: none"> <li>Energizer 1</li> <li>Energizer 2</li> </ul>	<ul style="list-style-type: none"> <li>Plastic ball</li> <li>Blindfold</li> </ul>
5. Barriers to Effective listening	<ul style="list-style-type: none"> <li>Activity 1: Spot the Signs</li> <li>Activity 2: Pair communication activity</li> </ul>	<ul style="list-style-type: none"> <li>Video (optional)</li> <li>Post-its, markers</li> <li>Paper chits</li> <li>Bowls</li> <li>Barriers to effective listening handout</li> </ul>
6. Listen and Learn	<ul style="list-style-type: none"> <li>Activity 1: Storytelling</li> <li>Activity 2: Chinese Whispers</li> <li>Activity 3: Group role-play activity</li> </ul>	<ul style="list-style-type: none"> <li>Notepads, charts</li> <li>Markers</li> <li>Props for the role-play activity</li> <li>Handouts</li> </ul>
7. Energizer	<ul style="list-style-type: none"> <li>Energizer 1</li> <li>Energizer 2</li> </ul>	<ul style="list-style-type: none"> <li>Whiteboard</li> <li>Markers</li> </ul>
8. Active Listening	<ul style="list-style-type: none"> <li>Active listening pair activity</li> </ul>	<ul style="list-style-type: none"> <li>Video (optional)</li> <li>Notepads and pens</li> </ul>
9. Conclusion	<ul style="list-style-type: none"> <li>Recap Activity</li> </ul>	<ul style="list-style-type: none"> <li>Post-its</li> </ul>



<p>how this could be very harmful in, say, a client discussion or during a discussion for a business deal.</p> <p>Let's look at some statistics. Studies have shown that adults spend an average of <b>70% of their time communicating</b> in one form or the other. Out of this, <b>45% is spent in listening!</b> That's to say that when we communicate, we spend more than half of our time just listening! Just imagine how much information we're potentially missing out on by not listening carefully!</p> <p>Effective listening is more than just using your ears. You need to be able to gauge not only what is said, but what is left unsaid as well. I know it sounds simple. Just listen, right? We all do that! But listening is such a subconscious activity that most times, we don't even realize when we've lost key bits of information just by not listening carefully and attentively.</p> <p>Let's go into an activity and understand this better.</p>		<p>Display slide</p>
<p><b>Activity 1: Quick Thinking</b></p>		
<p>Time for some quick thinking! I'm going to ask each of you some quick questions, and I'd like you to give me the answers immediately, okay?</p> <ul style="list-style-type: none"> <li>• Randomly pick participants in the class and ask each of them two questions in quick succession.</li> <li>• Here are the questions to ask:</li> </ul> <p>What color are the clouds?</p> <p>What does a cow drink?</p> <p>Spell the word top.</p>	<p>White!</p> <p>Participants may tend to answer 'milk'. If they do so, correct them and say they <b>give</b> milk and <b>drink</b> water.</p> <p>T-O-P</p>	

<p>What will you do at a green light?</p> <ul style="list-style-type: none"> <li>Show participants a rose and a daisy. Ask the first question:</li> </ul> <p>Sarah's mom had three daughters, their names were Rose, Daisy, and...?</p> <p>The reason you answered these incorrectly is because of the context we set before the second question. Because we're not listening carefully to the questions, we perceive things differently than they are and automatically assume things without any basis.</p> <p>This type of situation can also happen in other settings where we jump to conclusions and make impressions of people before we even listen to what they are saying. Context is one of the most important parts of communication, so make sure you're paying attention and <b>listening</b> to what the speaker is saying.</p>	<p>Participant may tend to answer 'Stop'. If they do, remind them they need to <b>Go at green lights and Stop at red.</b></p> <p>Participants may search for another flower name and say it, or struggle with the answer. Tell them the correct answer is Sarah.</p>	
<p>Effective listening is governed by seven key principles of listening. Let's go through each of them:</p> <p><b>1. Stop Talking!</b></p> <p>Mark Twain famously said, "if we were supposed to talk more than we listen, we would have two tongues and one ear."</p> <p>This is very valuable advice. When someone is communicating something, don't interrupt them, or try to finish their sentences for them. Let them finish saying what they want to say and make sure that you listen carefully to all they say. Once they've made their point, you can clarify or ask follow-up questions.</p>		<p>Display slide</p>



<p><i>I'm sure you've all been in situations where you were trying to say something and the other person kept interrupting, making assumptions and breaking your chain of thought. It's a very frustrating experience and can make you not want to talk to the person anymore.</i></p> <p><b>2. Lose Distractions!</b> <i>Distractions, in any situation, are something you should get rid of. Get distracted when you're driving? You'll have an accident. Get distracted while doing your accounts? Chances are, you've made some wrong calculations.</i></p> <p><i>In any conversation, make sure you get rid of all distractions and focus on the conversation. Avoid unnecessary interruptions that could lead to you getting the wrong information and sending the wrong message to the other person.</i></p> <p><i>Let's go into our Active Listening activity to understand this well. I'd like a volunteer for this. Which one of you would like to help me?</i></p>	<p><i>Participant(s) volunteer for the activity</i></p>	<p>Show slide</p>
<b>Activity 2: Active Listening</b>		
<p>This activity is designed to help participants observe the nuances of a conversation from two perspectives: that of a storyteller and of a listener. They will play both roles to get an understanding of both perspectives.</p> <ul style="list-style-type: none"> <li>• Divide participants into groups of four.</li> <li>• In each group, two people will be the storyteller and the others will be the listener.</li> <li>• While one listener and speaker in a group have a conversation, the other two will observe, and vice versa.</li> <li>• Now, take all the listeners aside and tell them to do the following:</li> </ul> <p><b>For the first 30 seconds:</b></p> <ul style="list-style-type: none"> <li>• Don't make eye contact</li> <li>• Fiddle with a an object/tap feet/drum fingers on the table</li> </ul>	<p><i>Participants perform the activity.</i></p>	

<ul style="list-style-type: none"> <li>• Don't make any 'listening noises'</li> </ul> <p><b>Next 30 seconds:</b></p> <ul style="list-style-type: none"> <li>• Make eye contact with the speaker</li> <li>• Nod your head as the person speaks</li> <li>• Look interested in the story</li> </ul> <p><b>Next 30 seconds:</b></p> <ul style="list-style-type: none"> <li>• Do all of above but also make encouraging sounds e.g. 'yes'; 'right', 'I see'</li> </ul> <p><b>Final 30 seconds:</b></p> <ul style="list-style-type: none"> <li>• Now, do all of the above and ask some questions to develop the speaker's theme. E.g. 'So what happened next?' 'Maybe next time you could do...'</li> </ul> <p>Once all participants complete the activity, ask them the following questions:</p> <ul style="list-style-type: none"> <li>• How did it feel as the storyteller?</li> <li>• How did it feel as the speaker?</li> <li>• What effect did it have on you?</li> <li>• As an observer, what did you think of the conversation? What did you notice?</li> </ul>	<p><i>First 30 seconds were uncomfortable because the speaker wasn't paying attention or listening</i></p>	<p>Elicit group discussion at the end of the activity. Encourage participants to make notes about their observations in their workbooks.</p>
<p><b>3. Put the speaker at ease.</b></p> <p><i>In a conversation, it's important that you put the speaker at ease, not only by paying attention and listening, but also using your body language. Your body language affects how well or freely a person is able to talk to you. Make sure you put the person at ease and make them feel comfortable. You can do this by maintain eye-contact, use positive gestures or words to encourage them, etc.</i></p> <p><b><i>There's more to listening than just 'hearing'. You need to be 'present' in the conversation to make the most of it.</i></b></p> <p><b>4. Be patient and empathize</b></p>		<p>Show slide</p> <p>Show slide</p>

*A pause many not necessarily mean a person has finished talking. They could be thinking. Be patient and don't interrupt someone while they're talking. It also helps if you look at things from their perspective to understand their point of view. Even if you disagree with what they are saying, keep an open mind and listen to all they have to say before offering your opinion.*

**5. Watch the tone.**

*The tone that someone uses can say a lot about what they are trying to say. Good speakers know how to use tone and pitch to articulate or emphasize what they're trying to say.*

**6. Look for the big picture.**

*When someone is trying to explain something, try to look at the bigger picture to understand their thought process behind the idea. Focusing on all aspects will help you get a better idea of what someone is trying to say.*

**7. Don't forget the non-verbal cues!**

*Non-verbal cues are an essential part of communication. When you're listening in a conversation, keep your eyes open for gestures, facial expressions, body language, and other non-verbal cues.*

*Now, let's move on to a quick energizer activity. I'm going to test how good your listening skills are!*

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