

Interpersonal Skills Management Guide

Lesson 18 – Listening Effectively

OBJECTIVE In this lesson, students will learn the importance of effective listening in their lives. They will learn to assess their own listening habits as well as some general listening practices. Then they will apply some effective listening techniques in practical exercises.

MOTIVATION Explain that unless one listens effectively, mistakes will be made and time lost. Emphasize the importance of learning to listen effectively. Good listeners tend to be more productive, better communicators, and generally well liked by others. Ask the class, “What is the difference between hearing and listening?” Then explain that hearing is merely receiving sounds. Listening is actively working to understand what a speaker is saying. Make sure your students know what active listening means. Discuss how a good listener makes others feel. Remind students that good communication is a key to successful relationships, and good communication requires active listening.

INSTRUCTIONAL RESOURCES

- Instructional Management Guide
- Lesson 18
- Worksheets 18-1, 18-2, 18-3, 18-4
- Selected Slide Masters
- Whiteboard/Smart board

CONCEPTUAL STRUCTURE

A. Importance of Listening

1. To get information
2. For correct, timely performance
3. For effective use of time

B. Some General Listening Practices

1. Pay attention to the speaker
2. Focus on the message
3. Ask questions when necessary
4. Summarize what the speaker is saying
5. Listen objectively
6. Take notes on key points

C. Techniques for Effective Listening

1. Know what you're listening for
2. Encourage the speaker
3. Look for cues from the speaker
4. Keep your mind on the message
5. Look for the organization

D. How Good Listening Skills Can Help You

1. Improve relationships
2. Understand and learn from others

SUGGESTED INSTRUCTIONAL ACTIVITIES

1. Before introducing this lesson to students, the instructor should read **Lesson 18** and this **Instructional Management Guide**.
2. Before beginning the lesson, students should read and study **Lesson 18** carefully.
3. Using **Slide Master 18-1** or the whiteboard, present an overview of the lesson.
4. Discuss the importance of listening using **Slide Master 18-2**.
5. Discuss general listening practices using **Slide Master 18-3**.
6. Discuss techniques for effective listening using **Slide Master 18-4**.
7. Have students complete **Worksheet 18-1**. Be sure they know how to grade their own responses when completed. Ask volunteers to share their ratings with the class if they wish to do so.
8. Read **Script #1**. Students should listen carefully without taking any notes. Direct students to answer the questions on **Worksheet 18-2**. Then review the correct answers using **Slide Master 18-5**. Allow students to discuss their answers.
9. Read **Script #2**. Direct students to take notes then answer the questions on **Worksheet 18-3**. Review the correct answers using **Slide Master 18-6**. Allow students to discuss their answers.
10. Have students complete **Worksheet 18-4**. Then review the correct answers using **Slide Master 18-7**.

sample

ANSWERS TO WORKSHEET 18-2

1. Manager of the sales department
2. To announce a meeting next Monday
3. To discuss the new promotion system
4. About 45 minutes
5. The location of the meeting

ANSWERS TO WORKSHEET 18-3

1. Personnel Manager
2. To discuss changes in leave policies
3. Order of importance
4. Eight
5. 60 hours
6. Twelve
7. Yes
8. Six hours
9. Yes
10. Yes
11. When does this policy go into effect? How does this affect me?

ANSWERS TO WORKSHEET 18-4

1. T
2. F
3. T
4. T
5. F
6. F
7. F
8. T
9. T
10. F

Script #1

“Good afternoon. As manager of the sales department, I’ve called you here for an announcement. Next Monday at 2 o’clock, I’ll have a meeting of all floor managers to explain the company’s new promotion system. It is important for you to be there, for the policy will affect you and your salespeople. Come prepared to spend about 45 minutes.”

Script #2

“Good morning. As personnel manager, I’ve asked you to be here for some important information: some changes in our leave policies. Here are the changes. Most important is the regular leave change. All personnel who have been with us five years or less will earn eight hours a month. Those who have been here more than five years will earn 12 hours a month. Leave can be carried over from one year to the next up to 60 hours total leave. You must schedule taking more than three days at a time. Leave may be taken for as little as one-half hour at a time.

Next, sick leave will now be earned at six hours per month, instead of four as in the past. It may be carried over and saved up to a maximum of 90 days. Sick leave applies to you and your immediate family if you are required to be with one of them. Sick leave may be taken for as little as one-half hour at a time.

Finally, those leaving or retiring will now be paid one-half day’s pay for each day of accumulated leave.”