

## Practice attending & active listening

### Objective(s)

Learners put into practice attending and active listening skills.

### Description

In this activity, learners will take the information from Activity 3.3a about attending and active listening and practice the strategies by interviewing a colleague or peer.

### Required Materials/Resources

#### Learner Materials

- [Handout 3.1: Communication Strategies to Build Collaboration](#)
- [Handout 3.2: Communication Strategies Observation Checklist](#)

### Detailed Facilitator Instructions

1. Have learners get into groups of 3, preferably with individuals they do not know well. This activity is a good icebreaker for a group.
2. Ask learners to take on the role of interviewer, interviewee, and observer.
3. The interviewer asks the interviewee what led him/her to be involved in education or human services. The interviewer uses attending and active listening strategies and the interviewee responds in a natural manner. Discussion using attending and active listening continues for 3-5 minutes while the observer takes notes on communication attending and active listening strategies demonstrated by the interviewer. The observer also acts as timekeeper. When each interview finishes, the observer debriefs with both interviewer and interviewee by sharing the attending and active listening strategies he/she observed. Both interviewer and interviewee have a chance to reflect on their roles and their perspectives on the practices.
4. Learners rotate and repeat interviews until each learner has had a chance to practice all 3 roles.

### Facilitation Tips

- Have learners refer back to Handout 3.1 to review the practices and examples.
- Have learners use Handout 3.2 as a guide when they are in the observer role.
- Each interview should last 3-5 minutes
- Provide these prompts for reflection if necessary:
  - What were some of the challenges in using attending and active listening strategies?
  - What are some of the attending and active listening strategies you specifically want to use more as a professional?

This activity is part of Module 3: Communication for Collaboration. To view the content related to this activity, go to [Step 3: Evidence](#).

#### Instructional Method

Interviews & Structured Exercise

#### Level

Advanced

#### Estimated Time Needed

15 minutes for instructor preparation

20-30 minutes for learner activity, 15-20 minutes for reflection aspect

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**Alternate Version(s)** (refers to different levels of difficulty)

- [Activity Guide 3.3a](#): Identify examples of attending and active listening

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**Credits**

The CONNECT Content Team