



IO1/A3. TRANSVERSAL SKILLS ENHANCEMENT STRATEGY AND SUPPORTING ACTIONS (TEMPLATE)



SEE FIRST

SEE FIRST

Communication: Active Listening

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TRANSVERSAL SKILLS ENHANCEMENT STRATEGY AND SUPPORTING ACTIONS

PROJECT INFORMATION

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1. GUIDELINES

GUIDELINES

- Prepare 6 goal cards per skill subcategory. For example, 6 goal cards for Active listening and 6 for Negotiation.
- Fill in all the fields and maintain the formatting and structure
- Each proposed activity should be in a separate card – don't combine 2 activities in one card and don't divide 1 activity into 2 cards.
- To add a new goal card, copy and paste one of the existing goal cards
- At the end of each skill subcategory, prepare 6-8 assessment questions.



1. Skill category: Communication skills

1.1 Skill subcategory: Active listening

1.1.1 INTRODUCTION

This will be shown to all the users when they click on one of the skill subcategories. It will appear on the right side of the wheel.

DESCRIPTION OF THE SKILL

Active listening is the ability to concentrate and focus to a speaker, understand what they want to express, process it and respond mindfully.

Civilisation is built on communication, and active listening is the foundation of the communication process. Active listening means in depth comprehension of the message sent to us by any speaker. It goes beyond the ability to participate in a conversation, and enables us to see even behind the words spoken and decipher the non-verbal cues.

It requires concentration, engagement, being present and having all your senses alert.

1.1.2. GOAL CARDS

TITLE OF THE PROPOSED ACTIVITY: Among Distractors

DESCRIPTION OF THE ACTIVITY

- **The three main components of active listening, all starting with letter “a” so you can easily memorise them. Throw in the mix observation and a sharp eye for details and non-verbal cues and you are ready to go**

1. Attitude

Attitude is a feeling of emotion that comes from understanding that we must be respectful towards what others say.

2. Attention



To be an effective listener, we must have good attention. Of course, that is easier said than done. Many of us have less attention span, or we tend to get distracted easily.

3.Adjustment

Adjustment in listening is virtually keeping an open mind. When we do keep an open mind and we are ready to invest our time, we adapt quickly to the situation and, we become better listeners.

For this activity at least five people are needed, going to a maximum number of ten, in order to achieve the maximum impact, but also allow for the exercise to be fair. Everyone has to be in the same room, where two separate groups will be created. The first group will consist of two people, and the second group will consist of the remaining participants.

One person from the first group will have the role of the speaker and the other person the role of the listener. The speaker has to narrate a list of things, or animals, or food items, or a number order, to the listener.

The narration list has to be decided among the participants beforehand, so each one of them has the time to prepare one and memorise it for the exercise. Various categories can be selected, there is no need to limit the categories, as long as everyone agrees on a specific number of listed items.

The remaining participants will have the role of the distractors, trying to make the communication between the speaker and the listener hard and inefficient. They can talk to the listener, or try to distract him/her with actions and movement around the space, aiming to confuse him/her and not let him/her concentrate on the narration. It will be much more interesting if shouting and yelling is prohibited, so the distractors have to find more subtle ways to disrupt the communication between the speaker and the listener.

The activity should last one to two minutes, at the end of which the listener has to share with everyone as many items from the list as he can remember. Everyone will go through all the roles, so everyone gets to be a speaker, a listener, or a distractor. The more participants, the more difficult the exercise will become for the listener, but maybe even more fun. Each time both speaker and listener take points, depending on the number of items that the listener will remember. This way they both have a common goal, and have to work together.





Keep in mind, that some people can get easily distracted, whereas others not, so the key element for everyone is being focused and present during the task. The more you concentrate on the speaker, the better results you will have. Same rule applies for the speaker towards the listener.

The person with the more points after being both speaker and listener is the winner of the task.

*The recommended number of players is 3 to 8

TYPE OF THE ACTIVITY

- Simple activity that can be implemented immediately without requiring the completion of another activity

CONNECTED ACTIVITIES

TOOLS & RESOURCES NEEDED

-A big space, physical or virtual, where people can freely move around

TIME REQUIRED

20 minutes

Number of learners

3-8

RELEVANT SECTORS

- **Aesthetics**
- **Arts**
- **Culinary arts**
- **Education**
- **Management**
- **Military**
- **Office Administration**
- **Public administration**
- **Sports**



ADDITIONAL RESOURCES

For an analysis of ancient civilisations and the benefits of shared communication, have a look at the:

National Geographic website, Key Components of Civilization (retrieved 03/02/21)

<https://www.nationalgeographic.org/article/key-components-civilization/>

REFERENCE

Indeed website, Active listening Skills, Definition and Examples

<https://www.indeed.com/career-advice/career-development/active-listening-skills>

IMAGE

<https://www.pexels.com/photo/fashion-man-people-woman-7015905/>

INTRODUCTION

What is active listening? Click to find out.

How can we focus when distracted?

Being present and paying attention are the keys to active listening, therefore the keys for communication.



1.1.3. GOAL CARDS

TITLE OF THE PROPOSED ACTIVITY: Are you hiding something?

DESCRIPTION OF THE ACTIVITY

Active listening can be achieved if you try to incorporate the following tips:

- **Use your mind**
Make mental notes, focus on the important elements.
- **Be mindful**
Living in the present, being alert here and now is the best advice.
- **Give feedback**
Give the speaker regular feedback to keep them invested and engaged.
- **Don't interrupt**
Interrupting is impolite, rude and self-righteous, so avoid it.

In the following dialogue, find all the verbal and non-verbal cues that prove how observation and active listening can give you a deeper understanding of a situation.

We have the results of your tests, Mrs N, the doctor said, while Mrs N nodded a bit worried, by the tone of the doctor's voice. She pressed her hands on her knees, and whispered in a low voice.

-Is anything wrong?

The doctor coughed a bit, apologized, and then touched the collar of his shirt.-

-We are not sure, yet, but don't be alarmed, I am sure everything will turn to be all right. We just need to run some more tests, to make sure that everything is ok. Mrs N. let a small sigh before replying

-I have been feeling very weak and dizzy, and I don't know what is going on, anymore.





-Have you been under stress maybe? The doctor asked and but he didn't look the patient straight in her eyes.

-I am stressed because I don't know what is going on, Mrs N. replied. And the more we search, the more worried I get.

-Being stressed is not helpful, so please, listen to me carefully, and I am sure things will be fine. I will prescribe some specific diagnostic tests, which you will do in the next days, and then we will check all the results together. So, to rule out some things, and help you.

-I am sure there is more to that, and I know you are avoiding telling me the truth, but of course I will do the tests and come back.

-Don't worry, MRs N. the doctor said, we are here for anything you might need.

Mrs N. got up, stumbled a bit and head to the door.

-Please, don't be nervous, the doctor said. I will see you in the next days.

-Goodbye, doctor, Mrs N. said, and buttoned her jacket up, as if wanting to protect herself not only from the cold, but the world too.

Besides the actual dialogue, and the verbs that indicate talking, this is the list of the cues.

- **nodded**
- **a bit worried**
- **by the tone of the doctor's voice**
- **pressed hands on knees**
- **whispered**
- **low voice**
- **the doctor coughed**
- **touched the collar of her shirt**
- **small sigh**
- **didn't look the patient straight in her eyes.**
- **Stumbled**
- **don't be nervous**
- **buttoned her jacket up, as if wanting to protect herself not only from the cold, but the world too.**

TYPE OF THE ACTIVITY

- Simple activity that can be implemented immediately without requiring the completion of another activity

CONNECTED ACTIVITIES



TOOLS & RESOURCES NEEDED
TIME REQUIRED
10 minutes
Number of learners
1
RELEVANT SECTORS
<ul style="list-style-type: none">• Aesthetics• Arts• Education• Law• Management• Office Administration• Public administration
ADDITIONAL RESOURCES
REFERENCE
Indeed website, Active listening Skills, Definition and Examples https://www.indeed.com/career-advice/career-development/active-listening-skills
IMAGE
https://pixabay.com/illustrations/man-silhouette-frequency-ear-head-5572871/
INTRODUCTION



Can stress make us overreact and imagine things? What is the hidden meaning of a nod? Is there another explanation for coughing besides having a cold? Click to check.



TITLE OF THE PROPOSED ACTIVITY: I need guidance

Active listening works miracles when indeed practiced among peers or in the workplace. Some of the most prominent benefits being:

- **Enhanced Productivity**

A group of active listeners will exchange and brainstorm quality inputs , will have innovative ideas, which will enhance productivity and boost the moral and the business.

- **Self-Empowerment**

Active listening makes you more knowledgeable. By speaking less and listening more, you gain clarity. Clarity and knowledge, make us believe more in ourselves, and urge us to develop and progress.

- **Optimum Outcomes**

Clear communication with our peers leads to strong team-building and deeper understanding, resulting to the best possible outcome.

For this activity, participants will work in pairs. The more participants, and consequently pairs, the more fun the activity will be and the more difficult too. Participants will choose their pair, and form their team of two. Each pair will have a participant A and a participant B. All the As get blindfolded by their pairs, while all Bs create a maze like setting in the room, putting obstacles in various places. Obstacles can vary from a book to a table, to shoes or hats or anything else they think about or have handy.



All the As assisted by the Bs get to their starting point, which is different for everyone. They have to follow their pair's instructions, so to get blindfolded through the maze without stepping on any obstacles, or bumping on the rest of the As, or even touch an obstacle.



Bs cannot reveal what object lays ahead, they can only give directions and guide their pair to the exit. As As have a different starting point, they have to focus only on their pair's voice, and detect the correct instructions for them among all the voices and the possible chaos that might be created.

If an A bumps on an object they receive a negative point.

After the completion of As' route through the obstacles, the Bs get blindfolded while As change the setting of obstacles.

The pair with less negative points is the winner of the game.

TYPE OF THE ACTIVITY

- Simple activity that can be implemented immediately without requiring the completion of another activity

CONNECTED ACTIVITIES

TOOLS & RESOURCES NEEDED

A large space and items of choice that can be used as obstacles such as

Books

Chairs

Table

Shoes

Balls

TIME REQUIRED

At least 20 minutes depending on the number of participants

Number of learners

4+

RELEVANT SECTORS

- Arts
- Education
- Management



- **Military**
- **Natural sciences**
- **Sports**

ADDITIONAL RESOURCES

REFERENCE

Indeed website, Active listening Skills, Definition and Examples

<https://www.indeed.com/career-advice/career-development/active-listening-skills>

IMAGE

<https://pixabay.com/photos/family-family-posing-blockade-619570/>

INTRODUCTION

Guidance is important in life, especially when a bumpy road ahead. Can your pair take you safe to the end of a surprising maze? Listening can save you or at least crown you the winner.

Click to check how all this will happen.



TITLE OF THE PROPOSED ACTIVITY: I say jump and you do what?

Active listening is important not only for your professional development but your personal life too.

As a skill it helps us:

- **Build connections**
- **Pinpoint and solve problems**
- **Increase knowledge**
- **Maintain critical information**
- **Build trust and relationships**

This activity is very fun but can be tiresome too. All participants gather in a large space, with suitable floors for exercises, jumping and maybe falling.

They are called to walk around the space freely, greet each other whenever they make eye contact with someone and also be careful not to bump onto someone else. One participant who for this game will be the outsider, will call out the following orders, which all participants have to follow as quickly as possible.

-Jump: so everyone jumps

-Down: so everyone falls down

-Jump twice: so everyone jumps twice

-Name : so everyone has to say their names

Stay down: so everyone lies down for a bit longer

Whoever makes three mistakes (a mistake can be either to not follow an order, forget to greet a person when making eye contact or bump into someone) loses and gets out of the space. The rest of the players continue until only one is left as the final winner.

The so called outsider must keep in mind to use different rhythms and patterns when calling the orders, which makes the game more difficult and fun. He/she can also put an upbeat song for the duration of the activity, which is uplifting for everyone's spirits but also can distract some people too.





TYPE OF THE ACTIVITY
- Simple activity that can be implemented immediately without requiring the completion of another activity
CONNECTED ACTIVITIES
TOOLS & RESOURCES NEEDED
A spacious room
TIME REQUIRED
15 minutes
Number of learners
3+
RELEVANT SECTORS
<ul style="list-style-type: none">• Aesthetics• Arts• Education• Management• Military• Office Administration• Sports
ADDITIONAL RESOURCES
REFERENCE
Indeed website, Active listening Skills, Definition and Examples https://www.indeed.com/career-advice/career-development/active-listening-skills



IMAGE

<https://www.pexels.com/photo/photo-of-person-holding-umbrella-3581959/>

INTRODUCTION

Is jumping connected to teamwork and active listening? Is falling down a proof of being present and alert? To find the answer to these questions click here.



TITLE OF THE PROPOSED ACTIVITY: Aren't you going to say something?

DESCRIPTION OF THE ACTIVITY

Obviously, each one of us is a different person, with different personality and ways of living.

Regarding active listening though, there are some tips, that apply to everyone trying to work on this skill. Take under consideration the following tips and become an efficient listener:

- Ask open-ended questions
- Use short verbal affirmations
- Paraphrase
- Show empathy
- Share your experience
- Recall previous conversation

In this activity, participants will work in pairs. The rules are quite simple.

Each of them takes five to ten minutes, to prepare a short monologue-speech about themselves, how they grew up, their hobbies, interests and anything they believe defines them as people. And also they have to

incorporate their opinion on a grave contemporary issue of their choice. It could be politics related, or a philosophical approach, or a critique about a book they read or a film they watched.





The speech should be around five minutes long. While one participant talks, the other cannot say one single word, or do any big gestures or signs of reaction. The only sign allowed is nodding, which might happen involuntarily too, so it is not forbidden.

After the completion of the speech, the speaker asks specific questions on what was said, the listeners then write down their answers in secret and reveal them when they're all done.

Each listener who gave a correct answer, receives a point, and the listener who collects the most points by the end of the question, wins.

It is highly recommended for the speaker to ask questions about less interesting and unexpected parts of the speech, in order to force the other players' listening to be even more active.

Obviously, roles change so the speaker becomes a listener and vice versa. The scope of the game is not really a competitive one, but more a sharing experience which promotes active listening.

TYPE OF THE ACTIVITY

- Simple activity that can be implemented immediately without requiring the completion of another activity

CONNECTED ACTIVITIES

TOOLS & RESOURCES NEEDED

-Video conference equipment provided the participants are not able to meet in person.

TIME REQUIRED

At least 20'

Number of learners

2+

RELEVANT SECTORS

- Education
- Law



- **Management**
- **Military**

ADDITIONAL RESOURCES

REFERENCE

Indeed website, Active listening Skills, Definition and Examples

<https://www.indeed.com/career-advice/career-development/active-listening-skills>

IMAGE

<https://pixabay.com/photos/font-text-dictum-slogan-quiet-470589/>

INTRODUCTION

Is silence indeed gold? Can we have a poker face, but listen carefully? Check how to sharpen your listening skills, and be ready to make a speech. Click here for more details.



TITLE OF THE PROPOSED ACTIVITY: Ensemble

Active listening' is the way to get the most out of a conversation, and has many personal and interpersonal benefits. According to studies, most people believe that they have above-average listening skills, but reality is that the average person listens with only about 25% efficiency.

'Actively listening' can be defined as giving your intentional focus to what someone says, rather than what their words literally mean. As Peter Drucker, the highly successful management consultant and author, once said:

"The most important thing in communication is hearing what isn't said."

In this activity, all players are called to work as a group, as an ensemble following instructions in the most synchronized and coherent way.

One of the participants has the role of the instructor, whereas the rest form a group in the shape of a pyramid, which means one person is in the front, followed by two behind him/her, followed by three behind the two and so on.



The ensemble of participants is called to walk around in the space, maintaining their initial formation which means that they have to be aware of everyone's rhythm, and find a common pace. When the instructor sees that they have reached a level of fluidity in their movement and that everyone has the same pace, will start to give them instructions which they have to follow quickly but also calmly, unless they are told to do otherwise.

The instructions contain the following changes of direction or levels.

- Go to the opposite corner of the room
- Walk bending your knees
- Form an upside down pyramid



- Go to the wall behind the last row's back
- Walk stretching your hands in the air

Obviously, the instructor is free to change a bit the orders and be creative, as long as he/she respects that the important part of the exercise is for everyone to be alert, active and at the same time follow the flow.

The exercise can be repeated as many times as the participants want and works great for building team spirit whilst enhancing active listening and nonverbal communication among the players.

If the players feel like it, they can put some music on, if they believe it will help finding a common pace and flow in their movements.

- **Options: Simple activity that can be implemented immediately without requiring the completion of another activity**
-

CONNECTED ACTIVITIES

TOOLS & RESOURCES NEEDED

A large room where the participants can move around freely.

TIME REQUIRED

At least 15' minutes depending on the number of participants

Number of learners

8+

RELEVANT SECTORS

Include one or more sectors to which this skill is relevant. Please choose from the sectors below:

- **Education**
- **Management**
- **Military**
- **Sports**



ADDITIONAL RESOURCES

REFERENCE

Cambridge Dictionary online

<https://www.indeed.com/career-advice/career-development/active-listening-skills>

IMAGE

<https://pixabay.com/photos/ducks-red-beak-bio-pasture-face-2655535/>

INTRODUCTION

What exactly is an ensemble and how does it help in communication? Is it only birds that fly in formations or you can fly too? Click to check where the flow will take you.

REFERENCE

Indeed website, Active listening Skills, Definition and Examples

<https://www.indeed.com/career-advice/career-development/active-listening-skills>

Medium website

Active Listening': the Key to Strong Workplace Relationships, Productivity, and Personal Empowerment

<https://medium.com/@ellekaplan/active-listening-the-key-to-strong-workplace-relationships-productivity-and-personal-72650f32da4c>



1.1.1. ASSESSEMENT QUESTIONS

ASSESSMENT

- 1) Adjustment is not a component of communication (False)
- 2) The ability to understand a speaker's message lies only on you (False)
- 3) When we are nervous we might misinterpret non-verbal cues (True)
- 4) Establishing a relationship with a speaker makes active listening harder (False)
- 5) When we cannot see our hearing worsens too (False)
- 6) Silence is a sign of rejection during the communication process. (False)
- 7) Talking before someone has fully explained his/hers thoughts is not considered rude. (False)
- 8) Having the same walking pace can be a form of communication. (True)