

## Methodological tool: Active listening

Number of methodological Tool	<b>EUPA_LO_042_M_001</b>
Work Area Code and Title	<b>WA3: Communication and social, telephone handling, code of conduct, equal opportunities and relationships</b>
Unit Code and Title	<b>3.2. Use of appropriate social and business communication skills for selected audiences and intended outcomes</b>
Learning Outcome Number and Title	<b>LO42. Demonstrate the ability to explain the benefits of effective communication in the workplace and to solve problems through communication as well as to select the most appropriate methods for selected audiences and intended outcomes (LO42).</b>
Objective of the methodological tool	After the completion of this activity, participants will be able to: <ol style="list-style-type: none"> <li>1. Reflect on active listening skills</li> <li>2. Grasp the concept of active listening</li> </ol>
Approximate Time needed for the completion of this exercise	10 min.
Individual or group exercise	<input type="checkbox"/> Individual <input checked="" type="checkbox"/> Group
Type of methodological tool	<input type="checkbox"/> Written exercise <input type="checkbox"/> Group exercise <input type="checkbox"/> Video analysis <input checked="" type="checkbox"/> Simulation <input type="checkbox"/> Multiple choice <input type="checkbox"/> Group exercise with cards <input type="checkbox"/> Exercise using ICT <input type="checkbox"/> Role play <input checked="" type="checkbox"/> Group discussion <input type="checkbox"/> Case study <input type="checkbox"/> Creative Group Work
Description of the exercise/Procedure	<ol style="list-style-type: none"> <li>1. Explain to the group that you are going to ask them two questions related to listening. Explain that the objective of this activity is to allow them reflect on what makes a good listener. During the whole activity process, ask learners to provide real-life examples, to share experiences, etc.</li> <li>2. Ask the 1<sup>st</sup> question: How do you know when someone is listening to you? Ask participants to answer this question, one by one and write the main points of each reply on a whiteboard or flipchart. After you are finished with the replies, reflect on them and focus on the ones that align with the active listening techniques that are about to follow.</li> </ol>

	3. Ask the 2 <sup>nd</sup> question: How do you know when someone is not listening to you? Repeat the same procedure and reflect for a while on what they are supposed to avoid when listening to someone.
Exercise is accompanied by	N/A
Exercise solution	N/A
Other comments to the trainer	N/A

