

D21-L1

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| Developing Listening Skills | | Core Competency:D21 | Level 1, Introductory |
| Comprehend verbal communications | | | |
| Time to complete: 180 minutes | | | |
| Objectives | Upon completion of this lesson students will be able to: <ol style="list-style-type: none"> 1. Discuss components of verbal and non-verbal communication 2. Recognize the messages sent through various non-verbal cues 3. Identify the skills of active listening | | |
| Cross Competencies | C18 Follow directions. C19 Practice effective human relations. D24 Communicate verbally H 65 Demonstrate listening skills which will result in gaining a clear understanding of information being conveyed. | | |
| Core Standards | Career and Vocational/Technical Education: Content Standards 2 and 3. Workplace Competencies: Content Standards 2, 3 and 4 | | |
| Resources | | | |
| Materials in Lesson Plan | Other Supplies Required | Supplemental Resources | |
| <ul style="list-style-type: none"> • D21L1ACT1 Pictures • D21L1HO1 Active Listening Skills • D21L1WS1 Good Reasons for Improving Listening Skills • D21L1ACT2 Following the Leader | <ul style="list-style-type: none"> • Copies of student handouts | <ul style="list-style-type: none"> • Use computer to access YouTube to watch <i>Pink Panther</i> cartoons or <i>Three Stooges</i> (down load to thumb drive or DVD if necessary) | |

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| MCA | Portfolio Project | Guest Speakers | Program of Work |
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| Civic Engagement | Indian Education for All | Career Pathways | Competitive Events |
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| Suggested Instructional Approach | | Notes |
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| <p>Introduction</p> | <p>The vast majority of information relayed to entry level employees is done verbally. Employees who have strong listening skills are more likely to be successful in learning new skills, completing tasks in a manner which satisfies supervisors, and in accurately relaying information on the job.</p> <p>A chief complaint among businesses that offer entry level jobs is that employees start a project without understanding everything needed for successful completion. Young employees especially are often so gung-ho to complete a task they miss essential instructions.</p> <p>Much of listening requires reading the body language and tone of speakers as well. As much as 50% of meaning is conveyed through body language and other non-verbal cues. The tone of voice can change the meaning of a phrase entirely.</p> <p>Listening skills can improve the quality of life for students. Many students with disabilities or those who may be on the Autism Spectrum or who cope with ADD/ADHD often struggle with conversation skills, and this struggle impacts their ability to make and maintain relationships.</p> | |
| <p>Preparation</p> | <ul style="list-style-type: none"> • Make copies of student handouts. <ol style="list-style-type: none"> 1. Complete <u>D21L1ACT1 Pictures</u> in class with the students. 2. Distribute <u>D21L1HO1 Active Listening Skills</u> to students. Review the skills of active listening with students. 3. Hand out <u>D21L1WS1 Good Reasons for Improving Listening Skills</u>. Have them fill out the sheet as you read the following: <p>4 great benefits of being a good listener (why you should be improving listening skills):</p> <ol style="list-style-type: none"> 1. If you learn how to listen to others, then others will listen to what you have to say as well, they will respect you because you show respect to them by listening. You're words will have a greater influence on other people. This is a great thing! Just imagine having a greater influence on your friends, family, work colleagues. Wouldn't this be wonderful? 2. By being a good listener, you can learn more about the people you talk to, you can make new friends and have a better life, both personal and professional. What if you could be good friends with almost everyone you talk to? How would you feel if your boss was your friend? How about your neighbors, colleagues or even customers? It | |



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| <p>can all be possible if you only listen to others more.</p> <p>3. By becoming a good listener you could even improve existing relationships. When people will see that you've become more attentive to what they say they will treat you better and you will then realize the importance of listening. Just think: wouldn't you treat someone better if they were listening to you and support you?</p> <p>4. Having good listening skills will help you improve conversation skills. This way you will be able to avoid a lot of misunderstandings or confusions. You could also stop possible conflicts even before they start. As you see there are some important benefits of being a good listener, and I'm sure you can dig out more if you try. You should always remember that by doing active listening activities you will become better and better at this.</p> <p>4. Provide an opportunity for students to practice the skills by pairing up students and asking them to talk to the other person about a hobby, what they did over the weekend, or some other appropriate topic. The listener should actively practice the listening skills.</p> <p>5. Have the students complete <u>D21L1ACT2 Following the Leader</u></p> <p>Conclusion</p> <ol style="list-style-type: none"> 1. Ask students if the active listening skills feel comfortable or are there parts that they really have to think about to do? 2. Do they know someone who uses active listening skills? 3. How do they feel when they talk to that person? 4. How can using active listening skills have an impact in the workplace? 5. How can active listening skills help in school? | | |
| <p>Assessment</p> | <p>Completion of worksheets and activities.</p> | |
| <p>Supplemental Activities</p> | <ul style="list-style-type: none"> • Monitor students' use of active listening skills in JMG. Have active listening days when students may be evaluated on these skills. • Provide multiple opportunities for students to role play and practice listening skills. • Watch a clip of the "Pink Panther" cartoon or the "Three Stooges." Discuss how they provide communication, even though there is no speech in the cartoons. | |