



Turning lemons
into lemonade

Unit 5 Communicating for Collaboration: Active Listening Instructor's Guide

Public Conflict Resolution

Through a lecture and reflective listening exercise the skills of active listening will be introduced to the participants.

Purpose

Workshop participants will be introduced to active listening skills that improve communication in conflict situations.

Objectives

As a result, participants will:

- Understand why listening is an important skill for resolving conflicts.
- Learn how to use five active listening skills.

Time

20 minutes

Materials Needed

Flip Chart and Easel
Markers
Overhead Projector

Overheads

21 How to Actively Listen
22 Effects of Active Listening

Handouts

Five Active Listening Skills

Directions

1. The trainer identifies active listening skills as methods of understanding the other person, including ways of responding so the other feels respected and senses he/she has been understood. Collaboration in problem solving requires as much or more listening than speaking.

Overhead 21

2. The trainer uses **Overhead 21** (How to Actively Listen) to discuss how to actively listen.

3. There are five general listening/reflection skills that help make a person a good active listener. They are identified as: 1) attend and encourage, 2) reflect content, 3) reflect feelings, 4) clarify and 5) summarize. The handout “Five Active Listening Skills” is distributed and the purposes of the five listening skills are read aloud. The trainer should encourage the participants to offer different examples than those provided.

Overhead 22

4. The trainer should let the group know that they may at first feel awkward using these skills; but as they become accustomed to them they will learn just how important active listening can be in understanding and resolving conflicts. **Overhead 22** should be displayed to list the effects of active listening.

5. The participants should be broken into groups of two in order to practice their active listening skills. Instruct the group to allow each member of a pair three minutes to talk about any personal conflict or problem they've had recently. The partner should employ active listening skills. After both members of the groups have practiced listening the trainer should ask whether the people speaking felt as though they were heard and understood by their partner. What words and phrases were particularly helpful in conveying to the speaker that s/he was really being listened to?



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Unit 5
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Handouts



Five Active Listening Skills Handout 1

Public Conflict Resolution

Response	Purpose	Example
Attend, Encourage	To convey interest and prompt the other to keep talking	I see
Reflect content	To check your meaning with theirs, and show you are listening and understanding	As I understand it, your plan is. . . This is what you have decided to do, and the reasons why are. . .
Reflect feelings	To show that you understand how they feel, and to help them temper and evaluate their feelings	You feel that. . . As you say it, it was a shocking thing
Clarify	To get additional facts, and help them explore all sides of a problem	I'm not sure I understand How did you say it happened?
Summarize	To bring the discussion into focus, and to serve as a springboard for further discussion	These are the key ideas you have expressed. . . If I understand how you feel, you. . .