

This exercise is designed to help you notice listening skills and help one of your peers know more about their listening. Watch the discussion, focusing on only one person at a time, and note particular instances of listening skills (good and bad). When you pause to note an instance, you will have to miss the next minute or so of the discussion, but it is important to make good notes so you can recall the instance later. Make notes for this person so they can learn from what you notice about their listening skills.

Your Name Person being watched

Factors that indicate or affect the extent of listening

Posture: leaning back (disengaged), neutral, or forwards (engaged, interested)?

Appropriate body movements?

Eye contact: looking at speaker?

Effect of environment: distractions? glare? noise?

Door openers? (casual conversation leading to reduce tension before important points)

Minimal encouragement? (prompts when speaker is silent, but not too quickly)

Infrequent open questions? (e.g. "That's cool....tell me more about")

Attentive silence? (allow some silence to give the speaker time and space)

(Please check the other side of the sheet for more.....)

Spoilers and Road Blocks: factors that interfere with listening

Starting reply before speaker has finished.

Criticizing (e.g. "I'm not sure that was a good thing to say.")

Name calling (e.g. "Josh, that's typical for you!")

Diagnosing: giving your analysis of what the speaker has just said.

Praising evaluatively (e.g. Well done, you certainly gave her what she had coming)

Thinking about something else while the speaker is talking. (e.g. the next comment is not relevant to what speaker has just said)

Ordering (e.g. "You should tell him about.....")

Threatening (e.g. "If you don't then will happen)

Moralizing (e.g. "It's not right to say that.")

Logical argument (e.g. "If it's true that you said, it follows that you must have.....")

Advising: (e.g. "I think you should have told them to")

Other factors:

- Diverting attention
- Excessive or inappropriate questioning
- Reassuring