



DIVERSITY AND DIALOGUE - COMMUNICATION EXERCISE: Listen to me – trainer guidelines

Purpose

To illustrate the importance of being a good listener.

Objective

Delegates experience first-hand what it feels like to be 'heard' and 'not heard' and the emotions each brings up within them.

What You Need

- Flipchart paper
- Pens

Method

- Ask the participants to think about what it means to be a good listener. Take notes on a flipchart.

They might come up with a list including:

Good listener:

- Good eye contact
- Person looks interested
- Person makes comments or asks questions
- They nod and react to what's being said
- They try to stay on the topic

Bad listener:

- No eye contact
- The person looks bored
- They look at their watch or at other people
- They don't say or add anything
- Responses confined to one word 'yes' or 'no' answers
- They change the subject
- Do not ask questions or are dismissive

Divide the participants into pairs. One participant should try talking for one minute on a subject, for example, 'my favourite music', 'the issues in the world that I think are most important' or 'my religion'...

- Their partner should first try to look uninterested
- Repeat the exercise, this time the partner should try to be really interested and to listen properly.
- Repeat the exercise, swapping roles.





COMMUNICATION EXERCISE

Listen to me – trainer’s guidelines continued

Discussion

Bring the group back together and ask these questions::

- How did it feel to listen actively to your partner?
- How did it feel when you were being really listened to?
- How did it feel when you weren’t being listened to? Was it harder to talk?

Timing

Explaining and flip chart work: 10 minutes.

Activity: 10 minutes

Group Feedback: 5 - 10 minutes.

