

FACEWORK SKILLS CHALLENGE

BEING A GOOD LISTENER

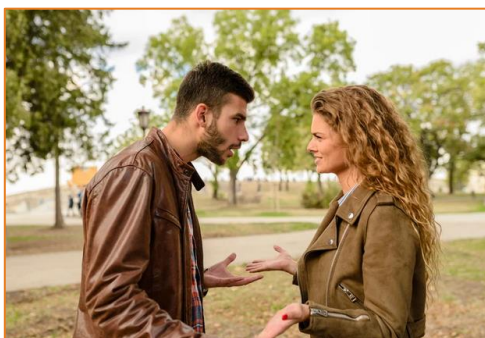


WHAT IS THIS SKILL?

We have two ears and yet only one mouth, why is this? Because if you want to get ahead, listening more than you speak is the first step. You can't communicate if no one can communicate with you because you're too busy talking or thinking of what you're going to say!

So, how do we listen not just often, but well? How do we listen with the intent to understand instead of just speaking aimlessly or thinking of the most efficient response? We all know how easy it is to talk for ages without actually communicating anything, but truly listening and comprehending on a deeper level than just nodding along is a skill that will truly change your life for the better. You will work with others more easily, your personal relationships will flourish...The power of listening is truly endless!

You can jockey for talking space



Speaking 'at' each other...

With the power of truly listening, you can truly say more while talking less!



Or you can listen, communicate and cooperate!

Before you start this challenge, rate yourself on your ability to Listen Well

SPEAKING & LISTENING
Rate yourself

1	2	3	4	5
Not great	Need help	OK	Improving	Mastering
Being a Good Listener	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

A photograph of a man in a grey hoodie with 'FACEWORK' written on it, pointing towards the right.

LISTENING WELL

Listening well involves more than just hearing. Indeed when there is a lot to take in, or in a stressful situation it is easy to miss things or even forget things you've just been told. Here we look at why listening well is important at work as well as how important it is to be heard!

1 How do you feel when someone isn't really listening to you?

FIND YOUR FEELINGS 

Talk to the hand



I feel

.....

.....

because

.....

.....

As we grow up, we develop our own patterns of listening.

- Who has influenced your listening skills?
- Has having a mobile phone made you a better listener?
- Is it harder to listen to others is you feel that no-one listens to you?

How do you rate yourself as a listener?

Poor **Fair** **Great**

•

② What are four signs of a really good listener?

1.....
.....

2.....
.....

3.....
.....

4.....
.....



A good listener is an **active** listener; someone who makes a conscious effort to hear and understand intently to make sure they get the complete message.

Active listening is a skill. The more you develop the skill of listening the more you will understand. The more you understand the better you will get on with people. In fact, active listeners get on well in work because they are;

- Able to remember what people have said.
- Able to read people's emotions behind the words.
- Able to fully understand instructions.
- Able to avoid misunderstandings.
- Able to connect with people and build rapport and trust
- Able to be heard, because if you listen to others, it makes it more likely that they will listen to you!

③ Although we are taught to read and write at school, we very rarely have lessons on how to listen well.



7 practical things which will help you be a better listener.

- **Think before you start listening, 'Am I ready to listen?'**

Try to put your own agenda aside, tune in to listen to yourself before you listen to others.

- **Zone into the person who is speaking.**

Try to block out the background noise around you.

- **Make sure you look at the person who is speaking**

Make eye contact and show you are listening (with nods and smiles) and read their body language when they are talking.

- **Put your own thoughts on hold.**

Resist the urge to start thinking about what you are going to say in response because as soon as you do this your mind will start wandering and you won't be listening properly.

- **Try to avoid interrupting the person**

After all, successful negotiators say they listen more than talk.

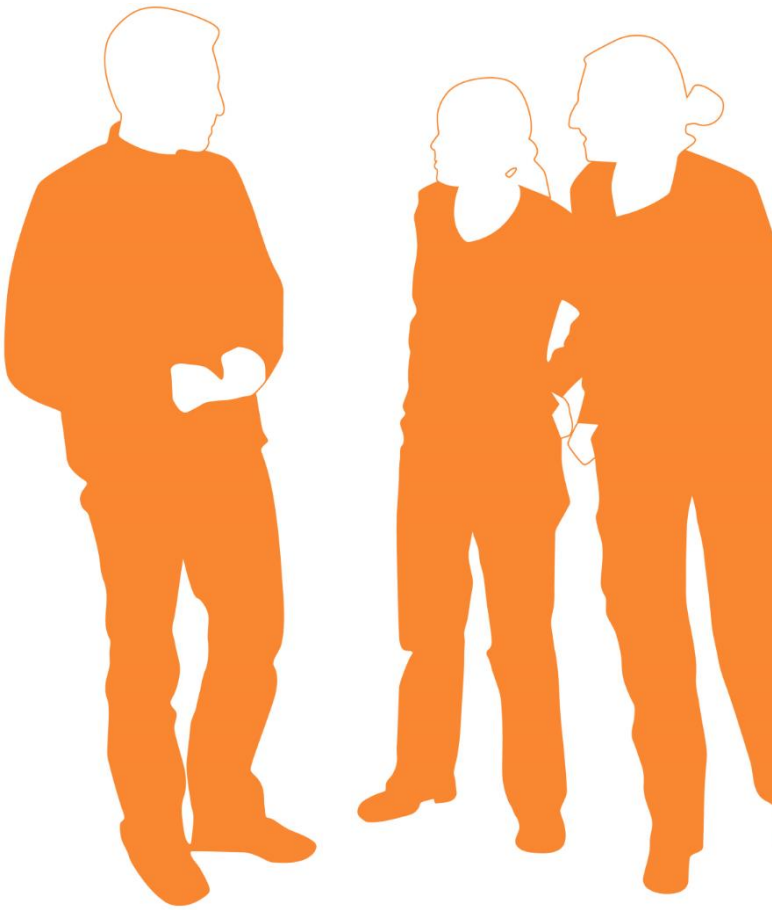
- **Provide feedback on what they've said for clarification**

E.g. "So, if I hear you correctly, you're saying...." Make notes if it helps you to capture key parts of the conversation.

- **Don't be afraid of the silence**

After someone has stopped talking you can still think about what they have said, which shows you were listening.

4 Role Play Challenge



Get into a group of 3 and take it in turns to practice active listening.

The first person should think of an imaginary story. Share the story with at least 5 key important things you want to tell the listeners as you do so.

The 5 things don't have to be big or dramatic!

After the person has shared their story, talk about how it went.

- Did both listeners pick up on the 5 key things that were shared in the story?
- Did both listeners make the speaker feel comfortable and relaxed?
- What was the listeners' body language like?
- What did you all learn about listening?

How do you feel when people really are listening to you?

Active listening is a learned skill which takes practice to perfect. When we genuinely listen, we begin to hear what's behind the words of the person speaking: their underlying emotions, their needs, their wants. Listening properly makes us more **empathetic**.

How would you now rate your skills in Listening Well?

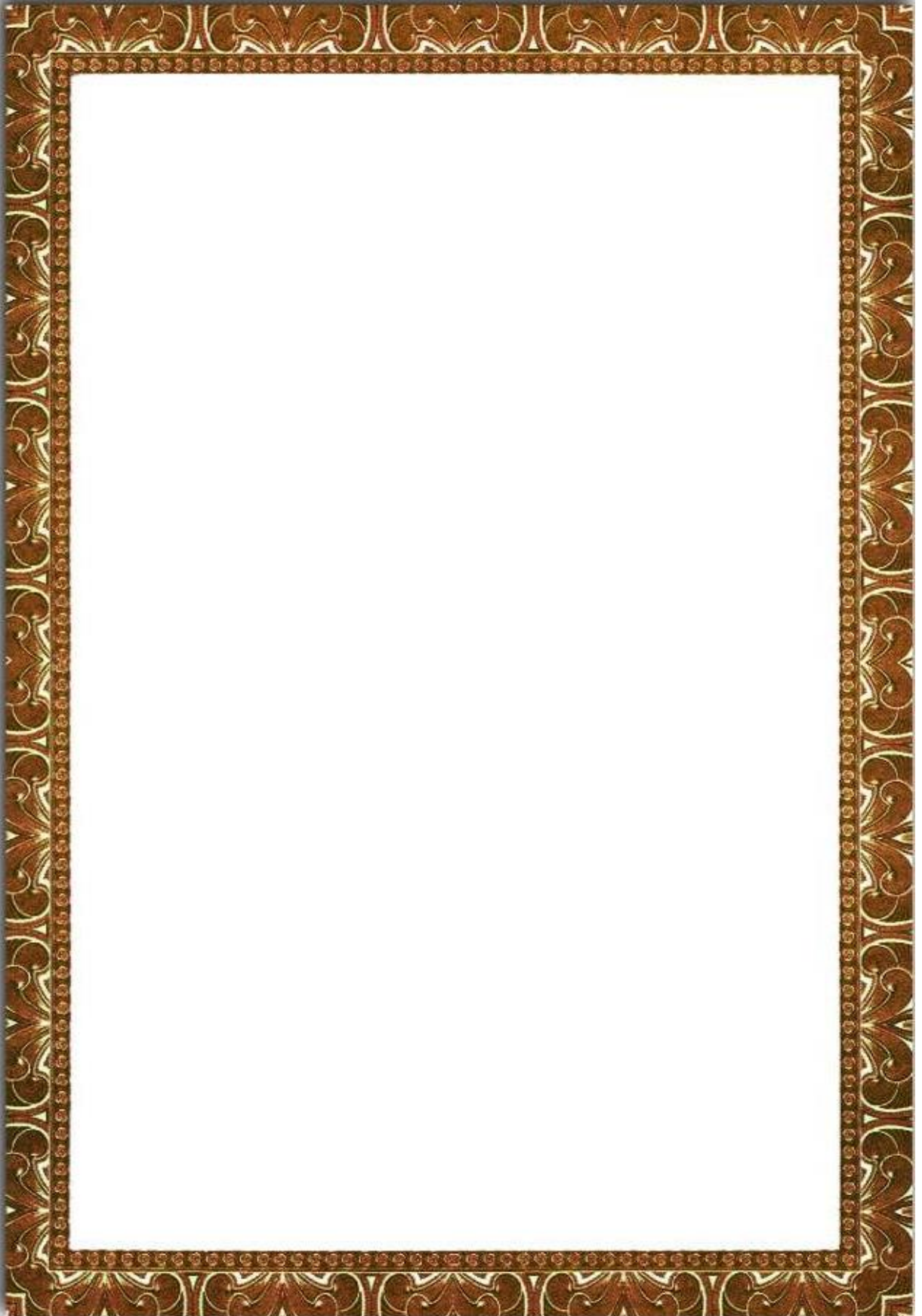
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FACE WORK

5 CHALLENGE: DESIGN A POSTER TO PROMOTE LISTENING

IT COULD INCLUDE A MESSAGE ABOUT LISTENING BETTER WHEN YOU ARE ON YOUR MOBILE, ON SOCIAL MEDIA, WITH YOUR MATES AT WORK.



LEARNING BY DOING



1. To continue **Becoming a Better Listener** what am I going to



stop doing?

continue doing?

start doing?

2. Who is going to help me keep on track?

.....

3. How will I see the difference?

one week

one month

one year.....



4. Who will I share my knowledge of this skill with?



.....



5. Which Character Strengths will I need? Highlight them below!

Appreciating Others	Bravery	Creativity	Curiosity	Fairness	Forgiveness	Gratitude	Honesty
Hope	Humility	Humour	Judgement	Kindness	Leadership	Love	Love of Learning
Perseverance	Perspective	Prudence	Self Regulation	Social Intelligence	Spirituality	Teamwork	Zest

Learn more about Character Strengths at www.facework.online

6. What would you change, add or remove to improve this worksheet ?

send suggestions to info@facework.online