



## ACTIVE LISTENING

### 1. BEING POLITE

This activity will help you improve your communication skills when having a conversation with your friends, teachers, or other people. If you can communicate politely and respectfully, you will have better relationships with others and become more empathetic to their needs.

#### Materials

- Printed handout
- Pen or pencil

### STEP BY STEP

- A** If possible, print the handout on the next page so you can work on it.
- B** In pairs, discuss why you need to show respect and be polite to others.
- C** Make a list of the advantages of being polite.




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- D** Work in pairs. On the handout on the next page, you will find some pictures. Look at them and choose one situation to role-play. Once you have finished, exchange roles with your classmate and act it out again or choose a different situation.

- E** Discuss in small groups:

- 1 Why is showing respect and being polite so important?
- 2 What are some examples of polite behavior in your culture?

- F** Discuss as a class.

- 1 When do you need to be polite?

*I think we need to be polite all the time.*

*I believe we need to be polite with older people.*

*Perhaps, we can be polite with the people we know.*

- 2 What do you do to express politeness and show respect?

*I try not to talk about myself all the time.*

*I am gentle and not rude.*

*I listen attentively to the other person and respond appropriately.*



#### IT

If you want to learn more about the importance of being polite, go to: <http://www.edutics.mx/iRX>

# SOCIO-EMOTIONAL SKILLS

## Unit 2A

# ENGLISH SQUAD 3



## ACTIVE LISTENING

### 1. BEING POLITE





### ACTIVE LISTENING

#### 2. BEING A GOOD LISTENER

Listening and being heard is part of a healthy communication. To achieve a good communication it is important that you are able to listen to others' ideas and feelings. An important step to understand what happens to others and how this affects you and your community is paying attention to what others say. Learning to listen will let you connect with others and will improve your communication and relationships.

#### Materials

- Printed handout
- Pen or pencil

#### STEP BY STEP

**A** Work in small groups. Discuss and make a list of reasons why you need to be listened to and understood. Also, write what you require to be a good listener.



*Being a good listener means to understand the other person.*

*Being a good listener means not to interrupt.*

#### IT

If you want to learn more about the importance of being listened to and understood, go to: <http://www.edutics.mx/iR2>



**ACTIVE LISTENING**  
**2. BEING A GOOD LISTENER**

**B** Work in pairs. Practice listening to your classmate while he / she shares an experience, it could be positive or negative. If you are the person who is being listened to, you will have 3 minutes to share your ideas. If you are the person listening, follow the steps in the list on page 3 / 3.

**C** Once everyone has shared their experiences, give feedback to each other and make a list on how to improve your listening skills.



Blank lined area for writing notes or feedback.



**D** Discuss as a class.

- 1 Why is it important to listen to others?
- 2 In your experience, is it easier being listened to or listening to others? Why?
- 3 What can I do to improve when I'm listening to others?
- 4 How can I affect my community if I become a good listener and people listen to me?



**ACTIVE LISTENING**  
**2. BEING A GOOD LISTENER**

## How to become a good listener

- Always pay attention. Do not distract yourself, just listen to what they are saying.



- Use nonverbal language. Show you understand and accept your classmate's ideas by using gestures, body language, facial expressions, eye contact, etc.

- Do not interrupt. It is important that you just listen to others when they are sharing their experiences. It would be rude to give advice, feedback, or say that you have lived something similar when it is not requested.



- Do not take sides. Unless you are dealing with an injustice, don't take sides without knowing all the versions.

- Empathize. Try to feel what others are feeling.



- Use open questions to show interest and that you are listening. Ask for clarification when necessary.



### ACTIVE LISTENING

#### 3. DIVERSITY

This activity will help you understand that every perspective is unique. We all have our own ideas. This is why you will always find people who agree with you and people who disagree with your perspective. No one thinks exactly like you; people are different and diverse. Diversity is useful because when you learn to listen to other people's perspectives, your vision changes and you develop better strategies for dealing with different situations.

#### Materials

- Printed handout
- Pen or pencil

#### STEP BY STEP

- A** If possible, print the handout on the next page or copy it in your notebook, so you can work on it.
- B** As a class, brainstorm ideas about what diversity is.



- C** Discuss in groups why you think it is good to have diversity of ideas in class.
- D** On the handout on the next page, you will find different topics. In groups, someone will read each topic aloud and then everyone will share their ideas about the topic. Take notes on your classmates' ideas and reach a conclusion about each topic. Consider your perspective and your classmates' perspectives, your feelings, and emotions. Finally, compare your conclusions with your classmates'.
- E** Discuss with your class.
- 1 Why is having different perspectives so important?
  - 2 Did you find people who think the same as you?
  - 3 Did you find it difficult to reach a conclusion with the classmates who disagreed with you?

#### IT

If you want to learn more about diversity and the way it makes us smarter, go to: <http://www.edutics.mx/iR6>

 ACTIVE LISTENING  
3. DIVERSITY



*Best soccer team:*

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*Favorite pet:*

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*Best music band:*

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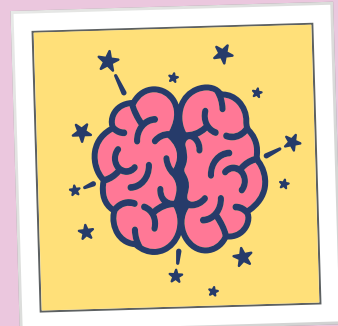
*Best place to go on weekends:*

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*Best place to eat pizza:*

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*Most difficult subject:*

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*Best book:*

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*Most interesting place to go in my country:*

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## ACTIVE LISTENING

### 4. EMPATHETIC COMMUNICATION

This activity will help you identify the basic elements you need to be attentive and perceptive to, so you can listen to others and improve your relationships with your classmates, neighbors, or people in your community. It will also help you to work on your ability to be empathetic and use it as a tool to further develop your communication skills. This will let you understand others' situations, allowing you to truly appreciate different perspectives.

*Materials*

- Printed handout
- Pen or pencil

### STEP BY STEP

- A** If possible, print the handout on the next pages or copy it in your notebook, so you can work on it.
- B** Work as a class and discuss different kinds of communication styles (passive, assertive, or aggressive). Look at the Communication Styles Guide on page 3 / 3.
- C** In groups, choose a situation from the following list and role-play it using different communication styles.

- Asking a classmate to help you understand something from the class.
- Inviting people to participate in an interview about music genres.
- Going to a restaurant and receiving a bad or slow service.
- Listening to a friend's problem.

- D** Create a short scene to role-play. It is important that, when you role-play your scene, you act like the communication style you want to show. You may use the Communication Styles Guide from the handout on page 3 / 3.
- E** Take some time to reflect on your acting, so you can learn the benefits of having an empathetic communication. Compare the scenes where your classmates performed an example of assertive communication with those where they chose a passive or an aggressive style of communication.



### IT

If you want to learn more about empathetic communication, go to: <http://www.edutics.mx/iRu>







**ACTIVE LISTENING**  
**4. EMPATHETIC COMMUNICATION**

<b>Communication Styles Guide</b>			
	<b>Passive</b>	<b>Aggressive</b>	<b>Assertive</b>
<b>Characteristics</b>	Compliant, submissive, praises others, talks little, low self-esteem	Reluctant, harsh, sarcastic, always interrupts, talks over others, disrespectful, critical, frustrated	Actions correspond with words spoken, respectful, firm but polite, empathetic, gives clear messages, talks when it is needed, good listener, proactive
<b>Tone of voice</b>	Anxious, low tone	Arrogant, sarcastic, loud tone	Firm and clear
<b>Body language</b>	Hunched shoulders, cringey body posture, fidgety hands	Hands on hips or pointing finger, shoulders out, head high, threatening posture	Relaxed, with appropriate gestures, confident, natural
<b>Eye contact</b>	Avoids eye contact, looks down	Expressionless, strong, frown, narrow	Warm, friendly
<b>Attitude / Beliefs</b>	Other people's opinions are more important than his / her own opinions, it doesn't matter what he / she thinks, self-critical	Humiliates others, never listens to others, always thinks he / she is right, feels angry, upsets others	Has good relationships with others, never interrupts, treats others as equals
<b>Common phrases</b>	I don't mind... That's fine... That's all right... Yes, all right...	I don't care... This is what I think... I don't think so... I disagree...	That's an excellent idea, and how about if we did this too... Great! We can also... I can see that, but I'd really like...

