

Coconino High School

Weekly Learning Guide

Course: Resource School to Work	Week Assigned: May 11, 2020	
Lesson Title	Active Listening at the Worksite	
Teacher(s), Email, & Other Contact Information	Russell R. Randall rrandall@fUSD1.org Transition from School to Work program Website: https://www.fUSD1.org/site/Default.aspx?PageID=4183	
Target Standards	ARIZONA CTE CAREER PREPARATION STANDARDS: WORKPLACE EMPLOYABILITY SKILLS: 6.0 INTERGENERATIONAL AND CROSS-CULTURAL COMPETENCE: Interacts effectively with different cultures and generations to achieve organizational mission, goals and objectives. Contributes to an environment of acceptance and inclusion that enables different cultures and generations to work together.	
Learning Goal	The student will demonstrate the ability to: <ol style="list-style-type: none">1. Identify the skills of active listening.2. Practice active listening skills during role-play situations.3. Discuss why active listening is important at the work place.4. Role-play active listening in a work place setting.	

Essential Questions	What skills do are necessary for active listening? What does active listening look like? What are the benefits of active listening at the workplace? What does active listening at work look like?
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Learning Activity

1. Students should discuss skills that are necessary for effective active listening. These include:

- a. Looking at the person.
- b. Keeping a good distance between you and the speaker .
- c. Not turning away from the speaker.
- d. Allowing others to finish their thoughts before starting your own.
- e. Noticing non-verbal clues, whether they are tone of voice or body language.
- f. Nodding your head and making statements such as "uh-uh," "I understand," and "I see what you mean" to show the speaker you truly understand what he/she is saying.
- g. Letting the person know if you don't understand. Don't fake listen!
- h. Repeating phrases to clarify what the person is saying.
- i. Asking questions to show that you are interested in what the person is saying.
- j. Avoiding interrupting the speaker

2. Students should model both good and bad listening skills during role-play conversations.

The conversations can be about the weather, sports, what is going on at work, what people are going to do on the weekend or did last weekend, etc.

3. Verbally give the student a set of instructions to complete a task.

Self-instruction training requires the listener to repeat what is said as a way to remember the instructions. Initially, the student says the steps out loud. Following practice, the student hopefully will be able to say the instructions in her head. The instructions and activity should be modified for different learning, cognitive, and or physical abilities.

Activities should involve three or more steps.

Examples:

A. pick up the pen, B. go over to the table where the paper is, C. write your name.

A. go to that table, B. pick up the ball, C. bounce it three times, D. put it back on the table

4. Discuss the benefits of active listening at the workplace, including the following:

A. Reducing misunderstandings. Active listening reduces the possibility of mix-ups, mistakes, and unsafe or unproductive practices.

B. Increasing productivity. By engaging in active listening, you are more likely to retain information and understand the nature of the request. This will allow you to complete tasks accurately the first time.

C. Building relationships. Active listening can help establish trust, rapport, and effective communication among you and your coworkers and with your boss.

	<p>5.Practice active listening at the workplace by role-playing the following situations:</p> <p>A. Your boss is rolling out a new plan for cleaning the cafeteria tables. You are one of two employees actively listening to her directions.</p> <p>B. Your coworker is explaining to you why he feels unsafe with a certain job at work. You are actively listening.</p> <p>C. Your boss has decided to make you the foreman of the Work Crew. You are actively listening for your new responsibilities.</p>
Resources	Active Listening materials included here. A trusted adult to discuss these with you and to assist with the role playing.
Links to Printable Materials	None needed for this lesson.
Extension & Enrichment	For lessons and activities specific to your <u>Resource School to Work</u> class please join your class on Google Classroom, using the code emailed to you. You may also go to the <u>Resource School to Work</u> activities found in Nearpod Student and enter the lesson code emailed to you.