

Student Learning Plan

Unit 3: Foundations for Success

Becoming a Better Listener [U3C4L2]



What you will accomplish in this lesson:

Use effective listening strategies



Why this lesson is important:

Listening is the most neglected communication skill. We spend nearly half of our communication time listening, but few of us make any real effort to be better listeners. It is as important for you to understand the person as it is to understand what the person is saying. In this learning plan, you will practice strategies to improve your active listening skills.



What you will learn in this lesson:

- Describe the five elements of listening
- Explain how barriers prevent effective listening
- Identify ten guidelines for effective listening
- Define key words: hearing, listening, thought speed, trigger words



You will have successfully met this lesson's purpose:

- by demonstrating effective listening skills in an interview
- by writing a summary of the interview
- when your summary identifies who you interviewed and the topic of the interview
- when your summary includes the questions you asked and the answers given by your interviewee
- when your summary includes listening barriers you encountered during the interview
- when your summary describes the effective listening strategies you used



Learning Activities:

These learning activities are designed to help you learn the target skills and knowledge for this lesson. Your instructor may assign additional or alternative learning activities.

INQUIRE PHASE: What do you already know?



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1. THINK ABOUT what you know about being a good listener. PREPARE for this lesson by discussing *What you will accomplish in this lesson; What you will learn in this lesson; Why this lesson is important, and When you will have successfully met this lesson's purpose.*
 2. LISTEN to your instructor read a news story. WRITE answers to questions about the news story. SELF-ASSESS how many questions you answered correctly.
 3. REFLECT on your listening skills. ANSWER the reflection questions presented by your instructor.

GATHER PHASE: So, what else do you need to know or learn?



- _____1. VIEW a presentation on Becoming a Better Listener. LISTEN closely and TAKE NOTES about the five elements of the listening process. With your team, BRAINSTORM reasons for poor listening. CREATE a Tree Map that shows each reason as a main branch. Under each branch, IDENTIFY which part(s) of the listening process fail for each barrier. DISPLAY your team's Tree Map.
- _____2. REFLECT on some of the barriers to listening that you have experienced. ANSWER the reflection questions presented by your instructor.

PROCESS PHASE: Now what can you do with this new information you've learned?



- _____1. With your team, GENERATE tips to overcome listening barriers using information presented in the text and other reliable references uncovered in the Gather phase. PREPARE a three-minute briefing that targets your team's assigned listening barriers. For each barrier, include at least two different effective listening tips to address each barrier. PRESENT your briefing to the class.
- _____2. REFLECT on how well you and your team members listened to each other during this activity. ANSWER the reflection questions presented by your instructor.



Assessment Activities:

APPLY PHASE: What else can you do with what you've learned today?



- _____1. COMPLETE the Becoming a Better Listener Performance Assessment Task. SUBMIT your completed performance assessment task to your instructor for feedback and a grade.
- _____2. REVIEW the key words of this lesson.
- _____3. REFLECT on what you have learned in this lesson and how you might use it in the future.



Self-Paced Learning and Assessment Activities:

Independently complete the activities outlined below:

1. **Inquire Phase:** Complete the Learning Activities 1 – 3 or as modified by your instructor.
2. **Gather Phase:** Complete the Learning Activities 1 – 2 or as modified by your instructor.
3. **Process Phase:** Complete the Learning Activities 1 – 2 or as modified by your instructor.
4. **Apply Phase:** Complete the Learning Activities 1 – 3 or as modified by your instructor.