



### 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. People who can communicate politely and respectfully have better relationships with others, and become more empathetic to the needs of others.



**Materials**

- Printed handout
- Pen

#### STEP BY STEP

- 1 If possible, print the handout on the next page or copy it in your notebook, so you can work on it.
- 2 In pairs, discuss why you need to show respect and be polite to others.
- 3 Make a list of the advantages of being polite.

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- 4 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.
- 5 Discuss in small groups:
  - a Why is showing respect and being polite so important?
  - b What are some examples of polite behavior in your culture?
- 6 Discuss as a class:
  - a 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.

- b 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 forceful.

I listen attentively to the other person and respond appropriately.



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



### 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 other's 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 on another level and as a consequence, improve your communication and relationships.

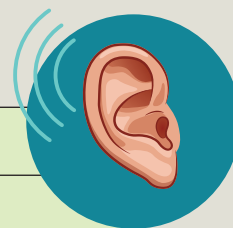
**Material**

- Printed handout

#### STEP BY STEP

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

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Being a good listener means to understand the other person.

Being a good listener means not to interrupt.



- 2 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 checklist on page 3 / 3.



## ACTIVE LISTENING 2. BEING A GOOD LISTENER

- 3 Once everyone has shared their experiences, give feedback to each other and make a list on how to improve when you listen to others.



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- 4 Discuss as a class:
  - a Why is it important to listen to others?
  - b In your experience, is it easier being listened to or listening to others? Why?
  - c What can I do to improve when I'm listening to others?
  - d How can I affect my community if I become a good listener and people listen to me?



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

### 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 the version of all the sides.



- 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. Every person has their own ideas, and that is the reason 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



#### STEP BY STEP

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

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



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

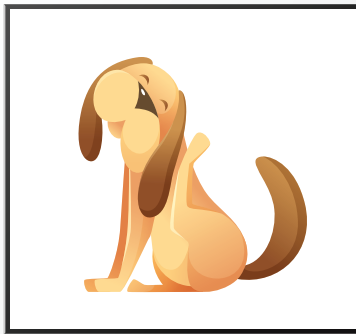


### ACTIVE LISTENING 3. DIVERSITY



Best soccer team:

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Favorite pet:

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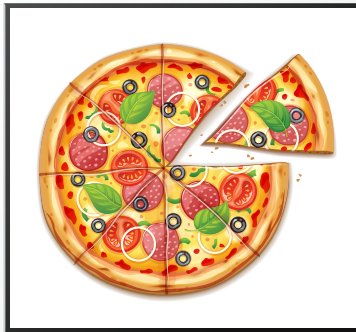
Best music band:

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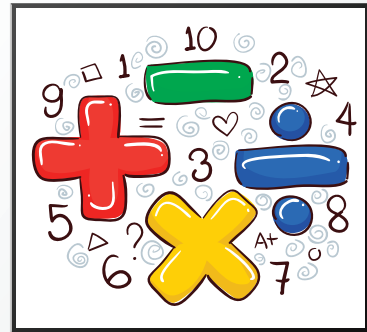
Best place to go on weekends:

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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

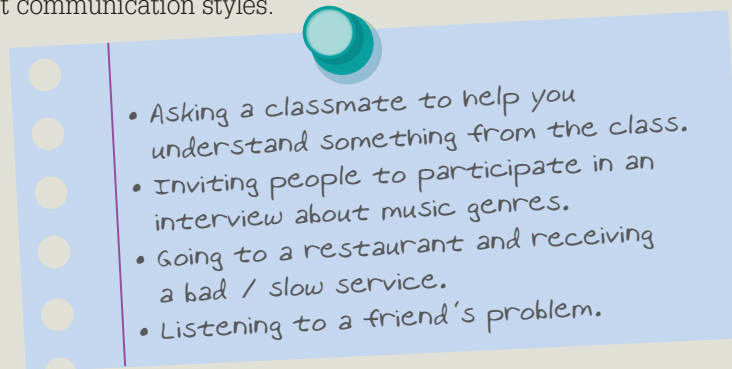
▼ This activity helps you to identify the basic elements you need to be attentive and perceptive, so you can listen to others and improve your relationships with your classmates, neighbors, or people in your community. It also helps you to work on your ability to be empathetic and use it as a tool to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

#### Materials

- Printed handout
- Pen

#### STEP BY STEP

- 1 Work as a class and discuss different kinds of communication styles (passive, assertive, aggressive). Look at the Communication Styles Guide on page 3.
- 2 In groups, choose a situation from the following box and role-play it using different communication styles.



- 3 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.
- 4 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.

I think being assertive leads to a better communication.

True! It makes you feel listened and understood.







## ACTIVE LISTENING 4. EMPATHETIC COMMUNICATION

- 5 Make notes on how you felt with the different types of communication. Then share with your class the advantages of having an empathetic and assertive communication.





- 6 Discuss as a class:
- a How much does your body language influence your communication styles? Explain.
  - b How effective is to use empathetic and assertive communication when you interact with others?
  - c Is it helpful being more attentive, responsive, and receptive to others when communicating? Why?
  - d How can you improve to be more attentive, responsive, and receptive to others?



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



### ACTIVE LISTENING 4. EMPATHETIC COMMUNICATION

Communication Styles Guide			
	Passive 	Aggressive 	Assertive 
<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, and 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, makes small body, fidgety hands	Hands on hips or pointing finger, shoulders out, head high, threatening posture	Relaxed, with appropriate gestures, confident, and 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", etc.	"I don't care...", "This is what I think...", "I don't think so", "I disagree...", etc.	"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..."