

Appendix 2:

Active listening exercises

The listening dilemma – Activity 1

- Ask for a volunteer from the learners to read a paragraph from a book of their choice to the group.
- Once finished, ask the learners to feedback everything they observed.
- Then ask the reader to feedback their experience of reading to the learners and receiving the group's feedback.

The listening dilemma – Activity 2

- In pairs ('A' and 'B'), ask the learners to choose a book or magazine to share.
- Ask 'A' to read to 'B' and for 'B' to repeat the steps outlined in Activity 1.

The listening dilemma – Activity 3

- Ask 'B' to read to 'A'. Ask 'A' to interact with the speaker with short interjections that affirm them, "I see," "I understand," or "Mmm hmm". Ask them to use non-verbal affirmation techniques, for example: appropriate nodding, mirroring the reader's body language, responding with facial expressions to tell the speaker you are fully engaged in what they are saying.
- Ask 'A' to focus not on asking questions, interrupting or finishing the other person's sentence, but on actively listening to 'B'.
- Once finished, ask the whole group to feedback everything they observed in Activity 3 and to compare the experiences from Activity 2 and Activity 3.