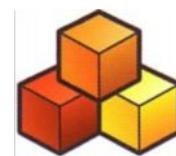




IOL (UK) Limited & Northgate Training
EXERCISES, GAMES & SIMULATIONS FOR MANAGEMENT DEVELOPMENT



Listening Skills

One of our most popular activities, this focuses on people's ability to listen, to remember what they hear and to make the listening process easier for others, by giving information clearly and concisely.

TIMING 1– 1½ hours
NUMBERS one pack caters for 4 to 15 delegates
PRICE £250 plus delivery and VAT

CORE SKILLS

- **Active listening**
- **Oral communication**
- **Meeting skills**
- **Assertiveness**
- **Observation (optional)**

GENERAL INFORMATION

Nobody listens to me!

How many times have you heard *that* complaint from people you work with? Poor listening is the cause of countless problems, from small-scale breakdowns in communication to major industrial disputes.

One reason why, on balance, we are so extraordinarily bad at listening is that there is so little awareness of listening as a *skill*. For most of us, it's something we do automatically - or think we do!

But what can we do about it? Do we know what listening actually means? Can we get better at it? Set in the context of a meeting, the main objective of **Listening Skills** is to place the emphasis on the listening process and raise awareness of its importance as a skill.

There are four basic issues:

1. Do people listen to what others say and retain the information?
2. Do people tend to dominate the group in terms of the amount of speaking?
3. What is the ebb and flow of the discussion?
4. Do participants ask questions in an open friendly spirit of enquiry, or did they come across as hostile and aggressive?

Listening Skills

HOW IT WORKS

Working in groups of four, participants have 20-30 minutes to conduct a meeting.

Each group has a sets of four different **Briefs** – one for each person at the meeting. It explains who they represent – directors of a company called **Multiple Holdings** and all the issues they wish to raise at the meeting. The names of the directors -Sam, Chris, Pat and Robin can be either male or female.

It is the job of each director to ensure he or she verbalises all the points listed.

The Brief also describes the *feelings* they have about certain issues and people. Participants should also ensure that they make these feelings clear at the meeting.

Each person at the meeting has 10 plastic counters, and in the centre of the table is a “counter cup”.

A major constraint of the exercise is that a person can speak only on putting a counter into the central cup. He or she then has the floor either until they finish speaking or until someone else puts a counter in the cup. When another person drops a counter in the cup, then that person has the floor, and so on.

The meeting should last a *maximum* of 30 minutes. It may be less if participants run out of counters.

A fifth person in each group (if numbers allow) observes the meeting

To Order please contact

IOL (UK) Limited

t: 01884 821870

f: 01884 829168

email: info@iol-uk.co.uk

www.iol-uk.co.uk

and records the pattern of activity an **Observation Chart**.

At the finish, they are issued with a copy of the **Analysis Form** and a sheet of blank paper. Participants have 10-15 minutes to answer the 25 questions (to test their listening skills). There must be no conferring or sharing of each others Briefing Sheets!

When participants have answered the 25 questions to the best of their ability you should lead a discussion on what happened. You may wish to start by going through the answers to the 25 questions.

Multiply each participant's final score by 4 to get a mark out of 100.

Ask the observers to show the coloured-coded observation chart of how the meetings progressed. They may each like to comment on how they saw the meeting - how it was conducted; who, if any, chaired the meeting; who clarified points, what helped/hindered the listening process etc.

Here is a guide to participants' scores on the Analysis Form:

Score	Comment
100%	Excellent
84% - 96%	Very good
64% - 80%	Adequate
44% - 60%	Poor
0% - 40%	Terrible!

To round things off draw out the learning points. The **Trainer's Notes** that accompany the pack give full guidance on questions to ask, possible outcomes and ways to improve.