

Respect at Work: Active Listening

Additional instructions are in brackets []. Do not read what is written in them.

1.1-Intro.mp3

Hello, and Welcome to Respect Others at Work by Active Listening. In this course, we will explore various ways to improve our active listening. Let's get started!

1.2 Navigation.mp3

Before we begin, please take a moment to familiarize yourself with the navigational features of this course.

1.3 Let's Get Started

1.3a.mp3

We all know that listening is an important skill at work but unfortunately a lot of people don't have good listening skills. Watch the short video scene below.

Short Video-Script:

[Cartoon video with thought bubble conversation (with audio) between two co-workers, Tameka and Sarah]

S--"Hey, Tamika!"

T--"Hey, Sarah!"

S--"How was your weekend?"

T- "It was alright. It could have been better, honestly."

S-- "I had a GREAT weekend! We sat by the pool and really soaked in the sun. It was great weather..."

T-- "Umm...Sarah. Did you hear what I said?"

That's no good we need active listening.

1.3b.mp3

Have you ever felt when talking with someone that they were hearing what's being said but they're not really listening? If so, you know that type of listening is not conducive to a respectful and productive workplace.

1.3c.mp3

Now...let's take a look at the objectives for this course- click the next button to move on.

1.4.mp3

[pause after reading each bullet point in the objectives; each bullet will animate to show up]

After taking this course, you will be able to

Define Active and Passive Listening

Apply the 6 key aspects of active listening

Demonstrate respect at work by avoiding the 4 passive listening behaviors

1.5a.mp3

We spend a lot of time listening

There are many studies that address the importance of listening as a communication skill. The studies say we spend 70-80% of our waking hours in some form of communication. Of that time, we spend about 10 percent writing, 15 percent reading, 25 percent speaking, and 50 percent listening.

1.5 b.mp3

Studies also confirm that most of us are poor and inefficient listeners. Most of us are not very good at listening, research suggests that we remember less than 50% of what we hear in a conversation.

1.5c.mp3

Luckily, practicing active listening can change that. Be sure to click on each of the tabs to learn more.

1.6.mp3

However, if you want to become an Active Listener there are some important steps to follow. Starting with hearing someone's complete message by listening attentively to what the other person is saying.

Click on each arrow to find out more.

1.7.mp3

Don't forget...you have to show your listening.

Indicate that you're interested by your body language and facial expressions.

Some ways to do this is by nodding your head, and leaning in as the other person is speaking. This demonstrates the appropriate body language to say you're interested. Also, be sure to make facial expressions that relate to the conversation. Lastly, making encouraging sounds shows you're attentive with your listening and interested in what the other person has to say.

1.8.mp3

Don't worry if you feel like you need a refresher on your active listening. We all listen passively from time to time. The key is to recognize the behavior and make adjustments. Here are some tips to avoid passive listening.

1.9.mp3

Great work so far! Let's see what you've learned. The following 3 questions will assess what you remember from this course.

You will need to earn a score of at least 80% in order to pass.

1.10.mp3

Question 1-Move the sticky notes to the paper that demonstrates you are actively listening

1.11.mp3

Question 2- Active Listening in a conversation can help you improve in the following areas: Check all that apply.

1.12.mp3

Question 3- Decide if the scenario involves active or passive listening--

1.14.mp3

Nice job! In this course, we learned all about active listening. After completing the course you should now be able to- define both active and passive listening, apply the key aspects of active listening, and know how to avoid the 4 passive listening behaviors. Click the next button to continue.

1.15.mp3

You have now completed Respecting Others at Work: Active Listening. Thank you for your participation. You may now exit the course.