

Active Listening Communications Unit

MIDDLE SCHOOL OR HIGH SCHOOL

**Six (6) Active
Listening Lessons
aligned with the
National Business
Education
Association's
(NBEA) standards**

**Includes a
Lesson Library
to make the activities
Easy-to-Find**



BUSINESS EDUCATION WITH *Denise Leigh*

NO PREP!

WHY IS THIS ACTIVE LISTENING UNIT SO GREAT?

- ✓ Designed by an educator with **30 years** experience.
- ✓ **NO PREP** lessons that are **ENGAGING**.
- ✓ **Aligned** to the National Business Education Association (NBEA) standards.
- ✓ All NBEA standards are **cross-walked** with the appropriate lesson.
- ✓ Great for Middle School, High School & Higher Ed

Includes a **LESSON LIBRARY** to keep you organized



Active Listening

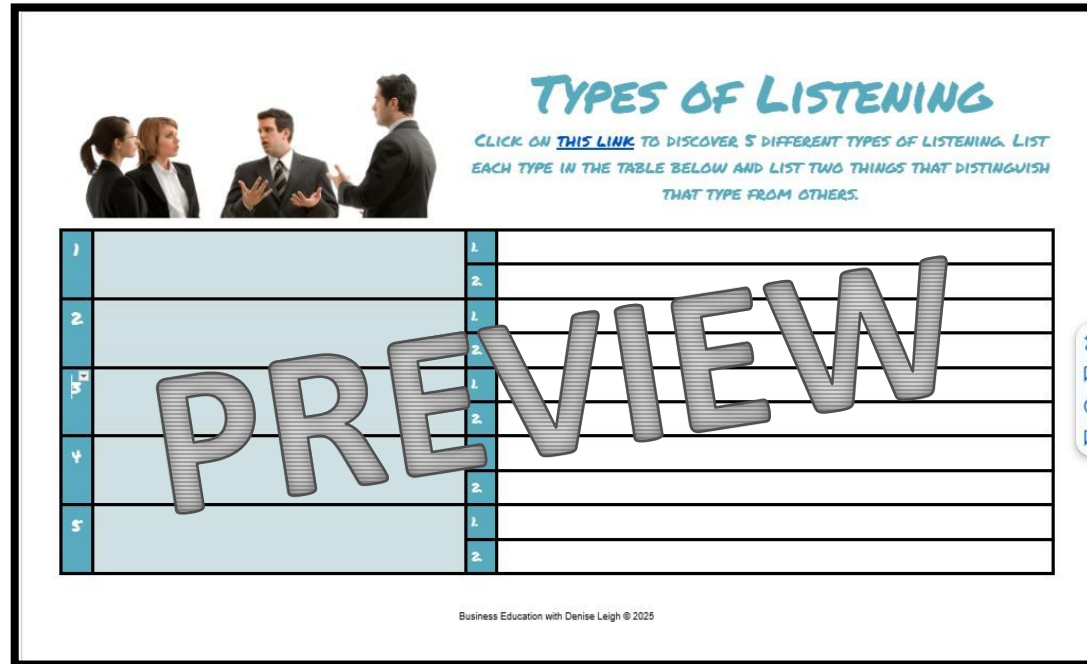
Professional Communication & Careers →

Professional Communication Training Files →

Student Copy	Teacher's Key	Expected Time/Pacing	National Business Education Association (NBEA) Standards
5 Types of Listening	5 types of listening Teacher's key	30 mins	<p>Active Listening</p> <p>Level 3 Performance Expectations</p> <p>13. Identify strategies for managing and or overcoming barriers to listening</p> <p>14. Provide and request appropriate feedback</p> <p>15. Ask clarifying questions to verify understanding</p> <p>16. Adapt appropriate listening strategies for various audiences and contexts</p> <p>17. analyze and critically evaluate the intent of messages</p> <p>18 Interpret the meaning of silence in communication</p> <p>Level 4 Performance Expectations</p> <p>20. Synthesize information from multiple sources to solve problems and make decisions</p> <p>21. Demonstrate a command of interactive listening techniques in a variety of settings</p> <p>22. Recognize and respect diverse listening styles</p> <p>23. Listen to and incorporate other views in communication</p> <p>24. Use reflective listening by asking follow-up questions to practice empathy and increase clarity and understanding.</p>
Active Listening Techniques	Active listening Teacher's key	25 mins	
Simon Sinek's Words on Listening	Simon Sinek's words on listening Teacher's key	10-15 mins	
Active Listening File -Connecting Careers and Listening	Active Listening File Teacher's Key	40 mins	
Active Listening Slide File -Creating a professional slide deck	Student Example	60-75 mins	
Active Listening Activity	N/A	10 mins	

Google Docs & Google Slides format or **EASILY** convert to Microsoft Word & PowerPoint

5 Types of Listening



TYPES OF LISTENING

CLICK ON [THIS LINK](#) TO DISCOVER 5 DIFFERENT TYPES OF LISTENING. LIST EACH TYPE IN THE TABLE BELOW AND LIST TWO THINGS THAT DISTINGUISH THAT TYPE FROM OTHERS.

	1	2
1		
2		
3		
4		
5		

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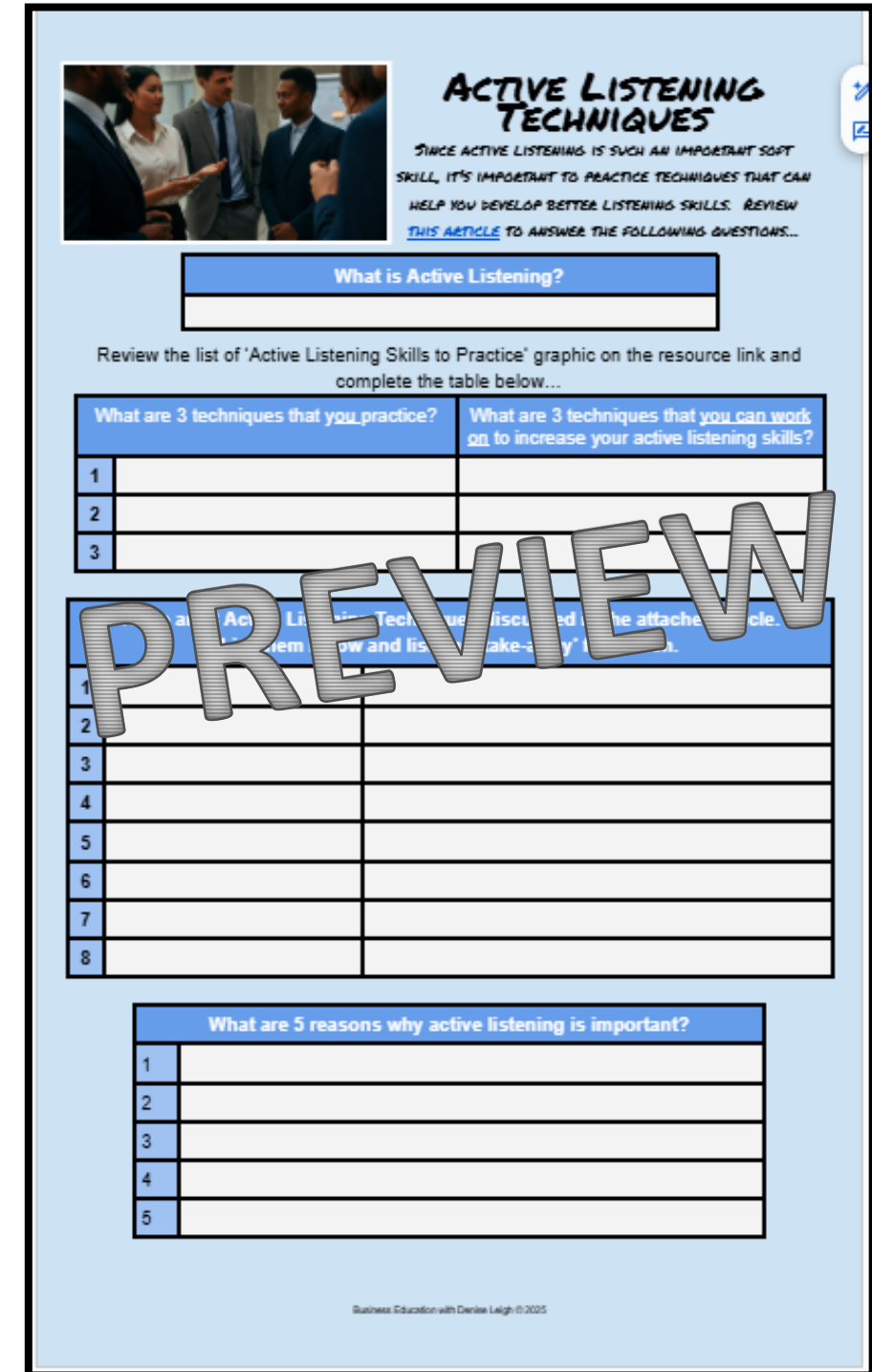
AFTER LEARNING ABOUT THE FIVE DIFFERENT TYPES OF LISTENING, WHAT TYPE BEST DESCRIBES YOUR LISTENING STYLE AND WHY?

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30 Minutes
Teaching Duration

Active Listening Techniques



ACTIVE LISTENING TECHNIQUES

SINCE ACTIVE LISTENING IS SUCH AN IMPORTANT SOFT SKILL, IT'S IMPORTANT TO PRACTICE TECHNIQUES THAT CAN HELP YOU DEVELOP BETTER LISTENING SKILLS. REVIEW [THIS ARTICLE](#) TO ANSWER THE FOLLOWING QUESTIONS...

What is Active Listening?

Review the list of 'Active Listening Skills to Practice' graphic on the resource link and complete the table below...

What are 3 techniques that you practice?	What are 3 techniques that you can work on to increase your active listening skills?
1	
2	
3	

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25 Minutes
Teaching Duration

Simon Sinek's Words on Listening

Connecting Careers & Listening

How does LISTENING help us EMBRACE different perspectives?

What Simon Sinek Says about Listening...

Simon Sinek is a well-known American author and inspirational speaker on business leadership. He weighs in on listening in [this 5 minute video](#). Watch the video and answer the reflection questions in the table below...

1	According to Sinek, what is the ART of listening?	
2	What does he mean when he says 'empty the bucket'?	
3	What are some examples of words that can be said to eventually allow a speaker to tell you all that they want to tell you?	
4	What does it take for someone to trust you according to Sinek's interview?	
5	What can happen when one is given a 'Safe space to feel heard'?	

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PREVIEW

LISTENING AND CAREERS

Kariann
She has a job that is important so that she can be successful in her career. (She may be using more than one type of listening.)

What type of listening must Kariann exercise to be successful in her job? (List at least 2 reasons from page 2 of this file.)

Why is it important for Kariann to listen carefully? (List at least 2 reasons from page 2 of this file.)

List at least 3 listening techniques that she can use to better serve her clients. (Choose all that apply.)

Jared
helps his clients. He must listen carefully to their needs. (He may be using more than one type of listening.)

What type of listening must Jared exercise to be successful in his job? (List at least 2 reasons from page 2 of this file.)

Why is it important for Jared to listen carefully? (List at least 2 reasons from page 2 of this file.)

List at least 3 listening techniques that he can use to better serve his clients. (Choose all that apply.)

Five Types of Listening

- Passive Listening
- Selective Listening
- Attentive Listening
- Active Listening
- Empathetic Listening

Why Active Listening is Important

- Build connections
- Develop trust
- Identify and solve problems
- Increase your understanding of various topics
- Avoid missing critical information

Active Listening Techniques

- Be fully present
- Avoid Distractions
- Use Supportive, non-verbal cues
- Paraphrase
- Recall previously shared information
- Ask open-ended questions
- Be empathetic and validate
- Share similar experiences

Diego is a successful car mechanic. He must listen carefully to his customers' needs. (He may be using more than one type of listening.)

What type of listening must Diego exercise to be successful in his job? (List at least 2 reasons from page 2 of this file.)

Why is it important for Diego to listen carefully? (List at least 2 reasons from page 2 of this file.)

List at least 3 listening techniques that he can use to better serve his customers. (Choose all that apply.)

Dr. Amara Biko is a veterinarian. She owns and operates a small-town animal hospital. She helps pet-owners with the health and care of their pets. She cares for injured animals and performs surgery on small animals in her clinic. (She may be using more than one type of listening.)

What type of listening must Dr. Biko exercise to be successful in her job? (List at least 2 reasons from page 2 of this file.)

Why is it important for Dr. Biko to listen carefully to the pet owners? (List at least 2 reasons from page 2 of this file.)

List at least 3 listening techniques that she can use to better serve her patients and pet-owners? (Choose all that apply.)

Patrick is a waiter at a burger restaurant. He takes the food order of burger customers and must ask how they want their burger cooked and what they want on their burger. He must listen carefully to what the customer wants so that he can convey that information to the cook. (He may be using more than one type of listening.)

What type of listening must Patrick exercise to be successful in his job? (List at least 2 reasons from page 2 of this file.)

Why is it important for Patrick to listen carefully? (List at least 2 reasons from page 2 of this file.)

List at least 3 listening techniques that he can use to better serve his customers. (Choose all that apply.)

Rick is a successful plumber and business owner. He is known to be the best plumber in his town and is a very talented plumber that fixes water leaks with pipes, and unclogs drains. He also does the plumbing for new bathroom and kitchen construction. (He may be using more than one type of listening.)

What type of listening must Rick exercise to be successful in his job? (List at least 2 reasons from page 2 of this file.)

Why is it important for Rick to listen carefully? (List at least 2 reasons from page 2 of this file.)

List at least 3 listening techniques that he can use to better serve his clients. (Choose all that apply.)

Listening place...

How has learning about listening skills been beneficial to you? (now and in the future)

10-15 Minutes
Teaching Duration

40 Minutes
Teaching Duration

Professional Communication Training Files – Job #1

Students create a slideshow for business training purposes.

Active Listening Slides for Training
You will need information from the following activities to complete this job, 'Five Types of Active Listening' and 'Active Listening Techniques'.

Job #1: Create a Slideshow for business training purposes (using Microsoft PowerPoint or Google Slides).

Slide #1: Create a title page for this slideshow. Be sure that the font is easy to read and large enough to fill the slide. Include an appropriate and professional image.

Slide #2: Define 'Active Listening' on this slide. Include an appropriate design elements as well as an image.

Slide #3: Title this slide 'Five Types of Active Listening'. List the 5 types (from a previous activity in this unit). Use appropriate design elements.

Slide #4: Title this slide 'Eight Active Listening Techniques'. List the 8 techniques in a table. The table should be 2 columns with the first four in the first column and the other four techniques in the second column. Be sure to fill the space on the slide.

Slide #5: On this last slide, use the title 'Five Reasons Why Active Listening is Important'. List the 5 reasons in an attractive way of your choosing.

Last check before submitting this job:

- Be sure your use similar fonts throughout your presentation
- There should be a color scheme used throughout the presentation that is aesthetically pleasing and professional.
- Assure that each slide is filled...meaning that the font is big enough to adequately fill each slide.

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60-75 Minutes Teaching Duration

Active Listening Activity

Left/Right Active Listening Activity

Left/Right Active Listening Activity

Directions: Ask the class to stand in a circle. Distribute an item every 4 to 5 students. (It can be a classroom item like stapler or white board eraser... I distribute a treat of some type like a Rice Crispy Treat) Students pass the items to the left or right when they hear the words 'left' or 'right' in the narrative below. If you distribute a treat, the students who have the treat at the end of the narrative, get to keep it!

Afterward: Ask students to tell you what the narrative was about.

Mr. Right left the office for a week to try to get the firm on the right track for a more successful sales quarter. Before he left, he left a list of tasks that you know the right way to help with these tasks. The list reads... left hand on the left side of my desk. I needed to do it on the right side of my desk. I usually leave a list of my mailbox cubby on the left wall of the office. The list also reads... Right before you leave each day, be sure to check the daily sales and record them on the excel spreadsheet in the column to the far right. I left that spreadsheet in the collaborative office file right before I left. Be sure to record them in the right column as the correct totals, at this point, is all that I have left. Please try to help me figure out what departments are doing things right. I also left you with the right amount of help to complete these tasks the right way... as the right way is the only way. Mr. Right left at just the right time as I was left with the right amount of time to organize my desk and do things the right way.

After I completed my task, I left the office and left my stress behind.

10 Minutes Teaching Duration

NEW

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**NEW!
for 2025!**

BUSINESS EDUCATION WITH *Denise Leigh*

**This UNIT is
included in my
Business
Communications
Semester Course
Bundle**

Hi! My name is Denise Leigh. I have been teaching Business Education for over 25 years! I love collaborating with business educators all over the world. I am a 2022 Pennsylvania Teacher of the Year Finalist and relentless lifetime learner and lover of everything education. Engaging students and connecting them to their world is my jam! Thank you for exploring my resources and sharing my passion for BUSINESS EDUCATION!

Denise Leigh is an expert on student-led instruction. She was featured on CBS Pittsburgh for her City Collaborative™ Project-Based Business Education (PBL) Classroom.

