

Active Listening Communications Unit

MIDDLE SCHOOL OR HIGH SCHOOL

**Seven (7) Active
Listening Lessons &
Activities aligned with
the National Business
Education
Association's
(NBEA) standards**

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




NO PREP!

BUSINESS EDUCATION WITH *Denise Leigh*

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

	Student Copy	Teacher's Key	Expected Time/Pacing	National Business Education Association (NBEA) Standards
<p>Active Listening Professional Communication & Careers →</p> <p>Professional Communication Training Files →</p>	<p>* 5 Types of Listening</p>	<p>5 types of listening Teacher's key</p>	30 mins	<p>Active Listening</p> <p>Level 3 Performance Expectations</p> <p>13. Identify strategies for managing and or overcoming barriers to listening 14. Provide and request appropriate feedback 15. Ask clarifying questions to verify understanding 16. Adapt appropriate listening strategies for various audiences and contexts 17. analyze and critically evaluate the intent of messages 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 21. Demonstrate a command of interactive listening techniques in a variety of settings 22. Recognize and respect diverse listening styles 23. Listen to and incorporate other views in communication 24. Use reflective listening by asking follow-up questions to practice empathy and increase clarity and understanding.</p>
	<p>Types of Listening Scenarios Activity page 1 is intended to be printed out for each student page 2 is the teacher's key.</p>	Teacher's Key is in the file to the left	45 mins	
	<p>* Active Listening Techniques</p>	<p>Active listening Teacher's key</p>	25 mins	
	<p>Simon Sinek's Words on Listening</p>	<p>Simon Sinek's words on listening Teacher's key</p>	10-15 mins	
	<p>Active Listening File -Connecting Careers and Listening</p>	<p>Active Listening File Teacher's Key</p>	40 mins	
	<p>Active Listening Slide File -Creating a professional slide deck</p>	<p>Student Example</p>	60-75 mins	
	<p>Active Listening Activity</p>	N/A	10 mins	

A * indicates that the resource is recommended to be taught using the student-led instruction strategy to allow students to practice their verbal communications skills. Emphasize to students that they speak clearly, slowly, precisely, and loud enough for all to hear. I give 'classroom communication and participation' grades for each student as speaking out in class (and being part of the discussion) is an important part of the learning process in a communication class...(or really any class)
For a demonstration of this instructional strategy, [CLICK HERE.](#)

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

5 Types of Listening

Active Listening Techniques

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	
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?

PREVIEW

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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	

There are 8 Active Listening Techniques discussed in the article. List them below and list one technique from the article that you will practice.

1	
2	
3	
4	
5	
6	
7	
8	

What are 5 reasons why active listening is important?

1	
2	
3	
4	
5	

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Types of Listening – Workplace Scenarios Activities

Workplace Listening Scenarios-Types of Listening

Using the content learned in the 'Types of Listening' activity, list the type of listening used in each scenario.

- During a team meeting, Marissa nods as her manager explains the new project timeline but is scrolling through her phone under the table. When asked a question, she has to ask for the instructions to be repeated.
- A customer tells Sam that their coffee order was made incorrectly. Sam looks them in the eye, listens carefully, apologizes, and remakes the drink, making sure to confirm what they actually wanted.
- During a staff meeting, Miguel keeps interrupting others with his own opinions, only responding to comments that agree with his ideas and ignoring feedback that challenges him.
- While Sarah's colleague is on a stressful phone call, she leans in and makes eye contact. She says, "I can help with that. What do you think?"
- At the end of a meeting, Jordan says, "I have some phrases that I want to share with you. I want to explain what they actually mean and how they apply to our company."
- The receptionist listens carefully to each caller, takes notes, and repeats back the information to make sure she understood before transferring the call.
- When the supervisor gives directions, Tony nods continuously but is daydreaming about lunch. Later, he has no idea what tasks he was supposed to complete.
- During a team brainstorming session, Eli keeps thinking about how he'll respond next instead of listening fully to his coworkers' suggestions. He only reacts to parts that match his original idea.
- A nurse listens to a patient explain their symptoms, notices their worried tone, and responds gently: "It sounds like you're really uncomfortable — let's talk about what might ease that."
- When her coworker is explaining how to use a new software tool, Brianna is fully focused, asks clarifying questions, and uses body language like nodding to show she's engaged.

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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...

PREVIEW

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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LISTENING AND CAREERS

The most important communication skill is listening. To be successful in the workplace, it is important to exercise good listening techniques. In this file, you will explore many different careers and how good listening is important in order to be competent.



- Five Types of Listening**
1. Passive Listening
 2. Selective Listening
 3. Attentive Listening
 4. Active Listening
 5. Empathetic Listening

REFERENCE PAGE—Use this information as a reference to answer the prompts on the next several pages.

- Active Listening Techniques**
1. Be fully present
 2. Avoid Distractions
 3. Use Supportive, non-verbal cues
 4. Paraphrase
 5. Recall previously shared information
 6. Ask open-ended questions
 7. Be empathetic and validate
 8. Share similar experiences

Why Active Listening is Important

1. Build connections
2. Develop trust
3. Identify and solve problems
4. Increase your understanding of various topics
5. Avoid missing critical information

Jared helps his clients. He must listen carefully to their needs.

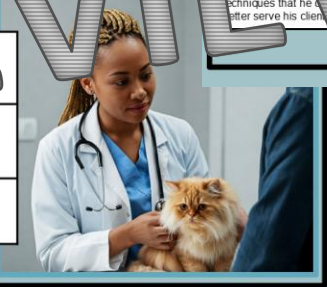
What type of listening must Jared exercise to be successful in his job? (He may be using more than one type of listening.)	
Why is it important for Jared to listen carefully? (List at least 2 reasons from page 2 of this file.)	
List at least 3 listening techniques that he can use to better serve his clients.	

Kariann has a wide range of clients. She has a wide range of clients. It is important that she listens carefully to clients so that she cuts and styles their hair the length and way that they desire.

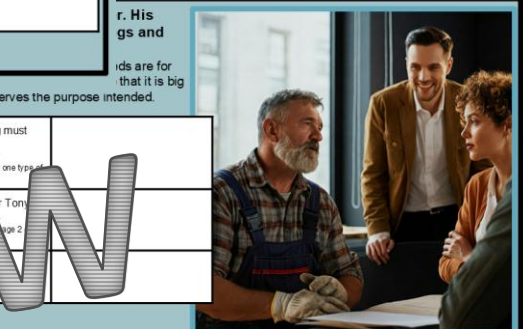


What type of listening must Kariann exercise to be successful in her job? (She may be using more than one type of listening.)	
Why is it important for Kariann to listen carefully? (List at least 2 reasons from page 2 of this file.)	
List at least 3 listening techniques that she can use to better serve her clients.	

Dr. Amara Biko is a veterinarian. She owns and operates a small hospital. She has a wide range of clients with various health and injury issues.



What type of listening must Dr. Biko exercise to be successful in her job? (She may be using more than one type of listening.)	
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?	



Dr. Ricci is a professor at the university. He mentors and teaches university students and is on the board of career placement where he helps guide students in the right direction to meet their career goals.

What type of listening must Dr. Ricci exercise to be successful in his job? (He may be using more than one type of listening.)	
Why is it important for Dr. Ricci 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 students.	



Diego is an automotive technician. He must listen to customers' concerns and what issues their cars and trucks are having.

What type of listening must Diego exercise to be successful in his job? (He may be using more than one type of listening.)	
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.	



Rick is a successful business plumber. He is known to be the best plumber in town. He is a very talented plumber with pipes, and unclogs drains. He also does the plumbing for new bathroom and kitchen construction.

What type of listening must Rick exercise to be successful in his job? (He may be using more than one type of listening.)	
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.	

Patrick is a waiter at a burger restaurant. He takes the food order of 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.



What type of listening must Patrick exercise to be successful in his job? (He may be using more than one type of listening.)	
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.	

Listening place... reflect on your answers to the questions.

Which listening technique was most used in the interactions?	
How has learning about listening skills been beneficial to you? (now and in the future)	

In your opinion, what listening techniques are most important? (choose at least two)

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Professional Communication Training Files – Job #1

Active Listening Activity

Students create a slideshow for business training purposes.

Left/Right
Active Listening Activity

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 image and design elements as well.

Slide #3: Title this slide 'Five Types of Active Listening'. List the 5 types (from a previous activity in this unit). Use images to illustrate them.

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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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.

Business Communications Semester Course Bundle

SOFT SKILLS IN THE WORKPLACE

A FULL Semester Bundle aligned with the National Business Education Association's (NBEA) Standards

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

NO PREP!

BUSINESS EDUCATION WITH *Denise Leigh*



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[CLICK HERE](#)

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.

