



# Breaking the Ceiling

## Active Listening

## Collaborative Activity

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<b>Title</b> <b>“Active Listening Role-Playing”</b>	
<b>Objectives</b>	The 'Active Listening Role-Playing' activity is a crucial training tool designed to enhance participants' ability to apply active listening skills in various workplace scenarios. Through role-playing exercises, participants will not only improve their communication, empathy, and conflict-resolution abilities, but also gain practical skills that are directly applicable to their professional roles. This will empower them to navigate real-life situations confidently, knowing they have the necessary skills at their disposal.
<b>Duration</b>	Approximately 40-60 minutes, depending on the number of participants and depth of discussion.
<b>Materials Needed</b>	<ul style="list-style-type: none"> <li>- Video conferencing or virtual collaboration platform (for remote sessions)</li> <li>- Assigned roles and scenarios for each participant</li> <li>- Feedback criteria for debriefing</li> <li>- Notebooks or digital devices for note-taking</li> </ul>
<b>Instructions</b>	
<b>Introduction</b> <b>(5 minutes)</b>	<p>Start by welcoming the participants and providing a brief explanation of the 'Active Listening Role-Playing' activity. Emphasise the significance of this activity as a crucial opportunity for them to practice and enhance their active listening skills, a key component of effective workplace communication. Explain that the purpose of the activity is to practice and improve active listening skills through role-playing in different workplace scenarios.</p> <p>Arrange participants in pairs or small groups, ensuring everyone can access the necessary materials and instructions.</p>
<b>Group Formation</b>	Depending on the group size, participants split into smaller groups or conduct the activity in a single group.
<b>Activity Phase</b> <b>Scenario 1: Team Meeting</b> (20 minutes for the exercise and 10 minutes for feedback)	
<b>Task Description</b>	<ol style="list-style-type: none"> <li>1. Form pairs or small groups and engage in a virtual team meeting role play.</li> <li>2. Navigate through positive and challenging situations to practice active listening in a collaborative setting.</li> </ol>
<b>Role-Playing Scenarios</b>	
	<ol style="list-style-type: none"> <li>1. <b>Scenario:</b> A team meeting to discuss a project's progress. Role-play various team member perspectives, including someone enthusiastic but concerned about the timeline, someone who suggests an entirely different approach, and someone who is hesitant to share their ideas. This collaborative role-play will help you understand and appreciate diverse opinions, fostering a sense of connection and engagement.                     <ul style="list-style-type: none"> <li>● <b>Objectives:</b> Practice active listening in a dynamic group setting. Demonstrate the ability to acknowledge diverse opinions and guide the discussion toward a collaborative solution.</li> </ul> </li> </ol>

	<p><b>2. Scenario:</b> In this scenario, a departmental meeting is held to address recent challenges, creating a role-play situation in which tensions rise due to differing opinions on the causes of the obstacles. Team members who are frustrated, defensive, or hesitant to speak up are included.</p> <ul style="list-style-type: none"> <li>● <b>Objectives:</b> Practice active listening in a potentially conflict-laden scenario. Explore ways to de-escalate tensions, validate concerns, and guide the conversation toward constructive solutions.</li> </ul>
<b>Guidelines</b>	<ul style="list-style-type: none"> <li>● <b>Set Clear Instructions:</b> Clearly outline the roles and objectives for each participant in the role-playing scenario.</li> <li>● <b>Encourage Authenticity:</b> Encourage participants to authentically immerse themselves in their roles, expressing emotions, concerns, and perspectives realistically.</li> <li>● After each role-play, facilitate a debrief session. This is a valuable learning process where participants can discuss what worked well, areas for improvement, and insights gained from the experience. Emphasise that this process will help them enhance their active listening skills.</li> <li>● <b>Rotate Roles:</b> If feasible, rotate roles so each participant can experience different perspectives and challenges.</li> </ul>
<b>Inter-Group Sharing</b>	<p><b>Reading Feedback (5 minutes):</b> Return to the leading group, which will be responsible for guiding the discussion, and participants will share their experiences from the role-play. Discuss the effectiveness of active listening in the scenarios and its impact on the discussions.</p>
<b>Reflection and Discussion (15 minutes)</b>	<ol style="list-style-type: none"> <li>1. Facilitate a discussion about how it felt to use active listening techniques in the scenarios and the impact on communication and conflict resolution. This reflection and discussion are important as they help us understand the practical implications of active listening in real-life scenarios.</li> <li>2. Encourage participants to share their thoughts and emotions about the experience and any insights they gained. Their perspectives are not only valuable but also essential to creating a richer learning experience for everyone. We want to hear from you and understand your unique experiences.</li> </ol>
<b>Conclusion (5 minutes)</b>	<ol style="list-style-type: none"> <li>1. Summarise the activity, emphasising the importance of active listening in fostering understanding and collaboration in the workplace.</li> <li>2. Encourage participants to continue practising active listening in their daily interactions to build stronger, more empathetic relationships.</li> </ol>
<b>Assessment Criteria</b>	<p>This activity, while not always formally assessed, is a key part of our commitment to fostering a supportive and inclusive workplace culture. Success is evaluated based on participants' engagement in the role-play and discussion, the quality of feedback provided, and the insights gained from the reflective discussion. The ultimate goal is to enhance active listening skills and promote a workplace where every voice is heard and valued.</p>
<b>References</b>	<p>Kommunikation i praksis, 2. udgave 2020, Forfatterne og Samfundslitterature 2020</p> <p>Exploring the Benefits of Great Plains Technology Center: Enriching Lives Through Education - StarTechLife. <a href="https://startechlife.com/great-plains-technology-center/">https://startechlife.com/great-plains-technology-center/</a></p>

	<p>Class Plan -- Unit One, Day 11. <a href="https://writing.colostate.edu/comparchive/co150/98-99/daily/unit1/mwf/day11.htm">https://writing.colostate.edu/comparchive/co150/98-99/daily/unit1/mwf/day11.htm</a></p> <p>Exploring the Benefits of Great Plains Technology Center: Enriching Lives Through Education - StarTechLife. <a href="https://startechlife.com/great-plains-technology-center/">https://startechlife.com/great-plains-technology-center/</a></p>
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