



Listening

The receiving, retaining and processing of information or ideas

GETTING STARTED Listening to others

STEP

0

I listen to others without interrupting

Why do we listen?

What is interrupting and why do we do it?

What are some things that we can do to stop interrupting?

STEP

1

I listen to others and can remember short instructions

Why is it important to remember instructions accurately?

What could you do to better listen to instructions?

What can you do to help remember three simple instructions?

STEP

2

I listen to others and can ask questions if I don't understand

When is it important to check understanding?

How can you check your understanding of something?

What are good or bad questions to ask to check you understand something?

STEP

3

I listen to others and can tell someone else what it was about

How do you make sure you are listening and stay focused?

When are you good at recalling information that you have heard?

What are the most important things to share when explaining information to others?

STEP

4

I listen to others and can tell why they are communicating with me

Why do people communicate with one another?

Why does it matter why someone is communicating with you?

What are the ways of telling why someone is communicating with you?

STEP

5

I listen to others and record important information as I do

What causes you to lose focus and concentration?

How do you know which information to write down?

What tricks can you use to save writing words when you're listening?



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INTERMEDIATE Demonstrating listening

STEP

6

I show I am listening by how I use eye contact and body language

Why do you think eye contact is important to show you are listening?

What does positive body language look like?

What is the effect of positive body language?

STEP

7

I show I am listening by using open questions to deepen my understanding

What is the difference between open and closed questions?

How can you use open questions to support being a better listener?

Can you come up with examples of open questions?

STEP

8

I show I am listening by summarising or rephrasing what I have heard

What does it mean to summarise or rephrase what you have heard?

How would you choose between summarising or rephrasing?

How can you effectively build this into the flow of conversation?



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ADVANCED Recognising influence

STEP 9

I am aware of how a speaker is influencing me through their tone

What do you understand by 'tone' in the context of listening?

Why is it important as a listener to pay attention to tone, not just the words?

STEP 10

I am aware of how a speaker is influencing me through their language

How can changes in language affect how you feel about something?

Why is it important to be aware of how language can influence our emotions?

What are some examples of the other ways that a listener can be influenced by what a speaker says?



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MASTERY Listening critically

STEP 11

I listen critically and compare different perspectives

What does it mean to have different perspectives?

What is the value of looking at multiple perspectives?

How can we compare perspectives?

STEP 12

I listen critically and think about where differences in perspectives come from

What causes us to have different perspectives?

What are the challenges in being able to understand where perspectives come from?

How can we start to understand different perspectives?

STEP 13

I listen critically and identify potential bias in different perspectives

Why does bias matter?

How can we spot bias?

STEP 14

I listen critically and use questioning to evaluate different perspectives

Why is questioning a vital part of critical listening?

How can questioning help us spot biases or flaws in arguments?

What are some of the questions that might be helpful to evaluate different perspectives?

STEP 15

I listen critically and look beyond the way speakers speak or act to objectively evaluate different perspectives

What does it mean to be objective?

What biases do we need to avoid?

How do we listen with an open mind?