

Module 8 v Activity 12 v COMMUNICATION

Activity: Been There, Said That

Materials Needed: Markers and flip chart or marker board

Directions:

1. Explain that this activity is designed to emphasize the importance of active listening.
2. Divide the group into trios and ask each group to designate its members as A, B, and C.
3. Ask person A in each group to think of three words that summarize an entire experience he or she has had, e.g., "I did that," "We went there," or "I learned something," but not to reveal the actual experience.
4. Instruct person B to learn what that experience was by reflecting back what person A says and then clarifying by asking Who? What? Where? When? or How? questions. Tell participants that person B is not allowed to guess, and person A is restricted to answering only the question that is asked.
5. Instruct person C in each group to observe the interaction and to intervene if B starts guessing or if A volunteers more information than is asked.
6. Ask the group to describe what happened during the activity, giving examples of effective and ineffective listening and questioning. Conclude with a list of techniques on the flip chart for future use.
7. If time permits, use three rounds so that each person has an opportunity to practice effective listening and questioning skills.