

## Active listening? We're all ears.

**Level:** Intermediate (B1–B2)

**Time:** Approximately 90 minutes

**Business topics:** Leadership, communication, emotional intelligence, active listening

**Business language:** Useful vocabulary, business phrases, active listening phrases

**Activities:** Key words, understanding the text, business language, presenting tips to improve active listening

**Groups:** Whole class, one-to-one, small groups

**Overview:** This article discusses the importance of active listening in business, how to practise active listening, and the consequences of listening (or not).

### 1. Warmer

- a. With a partner or in small groups, students answer the three questions leading to the article. After discussing the points for a few minutes, get students to share their thoughts and ideas with the rest of the group.

### 2. Lead in – business dilemma

- a. Ask students to first look at the dilemma individually before deciding with a classmate. This is a matter of opinion as long as students can provide arguments to support their views.

### 3. Key words

- a. Now, ask students to complete the activity. Encourage them to infer the part of speech of the missing word when selecting their answers individually. Then, ask them to work in pairs to compare their answers. Have them scan the text to see how each is used in context.

### Key:

1. *reflect* (verb)
2. *confrontation* (noun)
3. *empathetic* (adjective)
4. *emotional intelligence* (noun phrase)
5. *insight, insights* (noun)
6. *bound* (adjective)
7. *disengage, disengaged* (verb)
8. *outcome, outcomes* (noun)
9. *cooperatively* (adverb)
10. *avert* (verb)
11. *voice* (verb)
12. *victimisation* (noun)

### 4. Understanding the article

- a. Ask students to read the statements and then read the article in more detail to choose the best answer. Have them compare their answers in pairs before checking answers with the whole class.

### Key:

- |             |             |
|-------------|-------------|
| 1. <i>c</i> | 5. <i>a</i> |
| 2. <i>c</i> | 6. <i>b</i> |
| 3. <i>a</i> | 7. <i>c</i> |
| 4. <i>b</i> | 8. <i>c</i> |

### 5. Business language – phrases

- a. Ask students to work individually to form phrases and refer back to the text to check their answers.

### Key:

1. *a*
2. *d*
3. *c*
4. *e*
5. *b*

### 6. Business language – phrases for active listening

- a. Put the students in pairs and ask them to complete the activity orally. When students have discovered most of the phrases, elicit the answers and ask students to write them down.

**Key:**

1. *So what you are saying is ...*
2. *Could you tell me a bit more about that?*
3. *What I'm hearing is that you ...*
4. *Let me make sure I've got this right ...*
5. *What led you to that conclusion?*
6. *I want to make sure we're on the same page.*
7. *What do you mean when you say ...*

## 7. Discussion

- a. Put students in small groups. Ask students to discuss the questions. Encourage them to listen carefully to each other and use some of the previous activity's phrases to check understanding and show that they are listening actively.

## 8. Wider business theme – active listening

- a. Students can complete the research individually or in pairs.
- b. Then, have them create their infographic/poster/presentation slides individually. Ask them to practise giving their presentation in pairs and then regroup them. They can now present their research to different classmates or upload their recorded presentations online.