



Learning Activity 11-3: Interpersonal Skills Practice

OBJECTIVE

The objective of this learning activity is to

- ♦ practice using active listening and interpersonal skills to get to the root of a problem.



DOWNLOADS



MATERIALS

For this activity, you will need

- ♦ Training Instrument 12-2: Interpersonal Skills, one copy for each learner.



TIME

- ♦ 40 minutes

INSTRUCTIONS

1. Divide the class into groups of three.
2. Distribute copies of Training Instrument 12-2.
3. In each group, one person will be the person with a problem, one person will be the interviewer trying to understand what the problem is, and one person will be the observer.
4. Ask which group members will be the people with a problem. Explain that their problem is that they don't want to be here today. They can decide their own reason for that, such as they already know it all, they have too much to do, they once had a bad experience in a workshop, or they're depressed over something that happened this morning. Tell them that they will express their dislike for being here, but they are going to be reluctant to tell why. They should make their questioner work to find out that reason.
5. Ask for the people who will be trying to understand the problem. Tell them they are the interviewers. Their goal is to seek out information and to get the other person to discuss his or her problem by using active listening techniques.

6. Ask who are the observers. Their role is to use the training instrument and take notes about what they observe that each person does during the exercise.
7. Explain that they will have five minutes to conduct this conversation and at the end of that time, the observer will discuss his or her notes.
8. Conduct the exercise. At the end of five minutes, call time and allow the observers to lead their group debriefings for five minutes by discussing the notes they took.
9. Repeat two more rounds so that every attendee has an opportunity to perform each role.
10. After the exercise, conduct a debriefing discussion, using the following questions.

DISCUSSION QUESTIONS FOR DEBRIEFING

- ♦ What were some of the most effective listening techniques you saw demonstrated?
- ♦ During our workday, what are the things that keep us from doing a good job in these listening situations?
- ♦ Which skills did you observe that you can use to practice more effective listening skills with your employees?