

LET'S GO

LOVE · LISTEN · LEAD

LISTEN · LESSON 3 · LEADER GUIDE

Please note:

1. Lesson 3 gives participants the opportunity to practice active listening skills by role-playing. This can be uncomfortable for the beginner. The leader will want to assure them that this practice will truly help them become better listeners and encourage them to have fun as they role-play.
2. Due to the relative complexity of the exercises in this lesson, the leader will want to be sure to work through it well ahead of time to make sure he is comfortable with the material before presenting it.
3. This lesson may take longer than one hour to complete. The video alone is twenty-six minutes long. And the role-playing activities will likely take considerable time. The leader may wish to use two sessions to complete this lesson. If so, a good breaking point would be prior to Video Segment 2.

VIDEO SEGMENT 1

Play the video until asked to pause.

Fill in the blanks as you watch the video.

Studies show that non-Christians have three main problems with Christianity:

- 1) Intellectual
- 2) Will
- 3) Emotional

Some skills of active listening are:

- 1) Physically & Mentally Prepared
- 2) Paraphrase Content
- 3) Reflection of Feeling
- 4) Open Questions

BREAKOUT SESSION

Ask participants to find a partner and decide which of them will be the first to share a story and which will actively listen. Remind the group of the purposes of this activity. Give the story-sharer a moment to think of a story. Then, read the instructions for Round One.

Find a partner and decide which of you will be the first to share a story and which will actively listen. (After the exercise, you will be asked to switch roles. So, it doesn't really matter who does which first.)

The purposes of this activity are:

- 1) **To continue to become comfortable practicing skills with one another.**
- 2) **To listen passively to someone and then gradually add layers to your listening behaviors one at a time and in a purposeful way.**

If you are the Speaker, take a moment to think of a story you have told often. Then begin with Round One.

Round One: Expressionless & Reactionless

The Speaker will begin telling their story. The Listener is to be completely passive and stone-faced and not react in any way. (Many people will not be able to do this. If a listener cannot help but be responsive, by all means, have fun with this.)

Set a timer for 30 seconds and say, "Start." When the alarm goes off, tell the Speakers to stop and read the instructions for round two.

Round Two: Facial Expressions

The Speaker continues their story. The Listener may now add facial expressions and head movements to respond empathetically to the Speaker.

Set a timer for 30 seconds and say, "Start." When the alarm goes off, tell the Speakers to stop and read the instructions for round three.

Round Three: Back-Channelling

As the Speaker continues their story, the Listener makes soft, appreciative, or responsive sounds: mmmm or "uh-huh" and so on. Try not to overdo this. Add listening elements in a meaningful, intentional way.

Set a timer for 30 seconds and say, "Start." When the alarm goes off, tell the Speakers to stop and give the instructions for round four.

Round Four: Paraphrase Content

The Speaker continues their story. After 30 seconds, they will be asked to stop. And the Listener will paraphrase something the Speaker said. Be concise and accurate. For example, "So you never met anyone quite like him! Uh-huh," or "So you never expected him to say that. Wow. Go on."

Set a timer for 30 seconds and say, "Start." When the alarm goes off, tell the Speakers to stop. Give the Listeners a moment to paraphrase something their Speaker said. Then, give the instructions for round five.

Round Five: Reflect Feeling.

The Speaker continues their story and pauses after 30 seconds. The Listener describes for the Speaker the emotion they are able to read in their Speaker's non-verbal communication, especially their face and voice. For example, "You really care about him," or "You love this memory, I can tell."

Set a timer for 30 seconds and say, "Start." When the alarm goes off, tell the Speakers to stop. Give the Listeners a moment to reflect on feeling. Then, read the instructions for round six.

Round Six: Ask an Open Question

The Speaker continues their story and pauses after 30 seconds. The Listener thinks about what they find genuinely interesting about their Speaker's story. Then they ask an open question, one that begins with "What?" or "How?" or "Tell me about..." For example, "What do you think he meant by that?" or "Tell me more about what you were looking for."

Set a timer for 30 seconds and say, "Start." When the alarm goes off, tell the Speakers to stop. Give the listeners time to think about what they find interesting about their Speaker's story and ask an open question.

Once everyone has asked their open question, ask them to debrief using the following instructions/questions. Allow approximately three minutes for the debrief.

Debrief

- Speaker: offer gentle but accurate feedback on the Listener's skills.
- What was it like for either partner when the listening behaviors were missing key elements?
- How did the additional listening skills change the experience for either of you?

After the debrief, instruct the participants to switch roles. Then, walk them through the same six steps and the debrief again. When you are finished, resume the video until asked to pause.

VIDEO SEGMENT 2



BREAKOUT SESSION

Encourage the group to divide into groups of three. After they do, read the instructions. Remind them that this can be challenging and is often uncomfortable. That's OK. It will get easier and will assist them in being better listeners when they witness. After reading the instructions, give about three minutes for each person to practice each of the three roles. When the three rounds are complete, resume the video.

Divide into groups of three. One person will be the Speaker, the second the Listener, and the third the Observer. The Listener will begin the role-play by saying, "So, you're not so sure about Jesus?" The Speaker will then explain their objection or questions about Jesus. As they do, the Listener will make use of the active listening skills practiced in the previous section.

Remember, they are:

1. Facial Expressions (Physically demonstrating interest and empathy.)
2. Back-Channelling (Using appropriate sounds to demonstrate interest and empathy.)
3. Paraphrase Content (Repeating what the Speaker has said in your own words.)
4. Reflect Feeling (Describing back to the Speaker the emotions that can be seen in their face.)
5. Ask an Open Question (Seek to learn more by asking a question beginning with "What..." "How..." or "Tell me about...")

VIDEO SEGMENT 3