



EARTHE

Activity 2

Digital toolkit for innovative curriculum and methodological development

Module 2 – Communication enhancement

Method 3 – Active listening



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Method 3. – Active Listening

Soft skill focus

Active listening builds the ability to fully understand, interpret, and respond to others. It strengthens empathy, reduces misunderstandings, and improves collaboration in professional and personal contexts.

Learning outcomes

- Demonstrate attentive listening through verbal and non-verbal cues.
- Use paraphrasing and clarifying questions to check understanding.
- Identify barriers to active listening (e.g., distractions, assumptions) and practise overcoming them.
- Apply active listening techniques in professional, social, and intercultural settings.

Target group

Age: Adults 20–60

Gender: Mixed

Level of studies: Secondary education and above

Status: Employed, unemployed, or seeking employment

Fewer opportunities: Especially relevant for learners with communication barriers (e.g., language learners, migrants, adults with limited education, or individuals lacking workplace confidence).

This method is suited for adults who struggle with miscommunication or lack confidence in conversations. It is particularly useful for those entering new workplaces, multicultural environments, or job interviews, where clear understanding and empathetic responses are essential.

Method description

Active Listening is taught through interactive exercises that help participants practise attentiveness, empathy, and constructive responses. Learners engage in role-plays, reflective discussions, and peer feedback to sharpen their ability to listen beyond words—focusing on tone, emotions, and intent.

Implementation instructions

Timeline: 60 minutes (can be extended to 90 minutes with more reflection)

Number of participants: 8–16 (pairs or small groups work best)

Necessary materials: Role-play cards, listening checklists, flipchart/markers, pens/paper

Space: Quiet room with movable chairs arranged for pairs and group discussion



Implementation in 5 steps

Step 1 – Introduction: Facilitator explains the importance of active listening in daily life and workplaces. A short discussion about poor listening habits (e.g., interrupting, multitasking) helps learners relate personally.

Step 2 – Demonstration: Facilitator models a “bad listener” and a “good listener” with a volunteer. Group identifies differences (body language, eye contact, nodding, paraphrasing).

Step 3 – Paired Listening Exercise: Participants pair up. One speaks for 3 minutes about a topic (e.g., a recent challenge), while the other listens without interrupting, showing attention through body language. Listener then paraphrases what they heard. Roles are swapped.

Step 4 – Role-play Scenarios: Pairs or trios act out short workplace/social scenarios (e.g., manager giving feedback, customer asking for help). Observers use a checklist to note active listening behaviours.

Step 5 – Group Debrief & Reflection: Facilitator leads a discussion on how it felt to be listened to, and what was difficult when listening. Participants identify one listening habit they want to improve and write it down as a personal goal.

Practical tips

Tip 1 –Learners relate better when they see real-life listening failures and successes.

Tip 2 –Encourage eye contact, nodding, and open body posture as signals of attentiveness.

Tip 3 –Begin with simple listening tasks, then progress to challenging role-plays with emotions and workplace contexts.

Debriefing questions

How did it feel when someone listened to you without interrupting?

What was challenging about paraphrasing or summarising what you heard?

How can you apply active listening skills in your workplace, community, or family interactions?

Practical description sheet

Title: Active Listening – Communication Enhancement

Purpose: Strengthen understanding, empathy, and clarity in communication

Duration: 60 minutes

Format: Paired and group role-plays with reflection

Core Steps:

1. Intro & discussion of poor vs. good listening



2. Demonstration
3. Paired listening and paraphrasing
4. Role-play scenarios
5. Debrief and personal goals

Materials: Role-play cards, checklists, flipchart, pens

Target Group: Adults (20–60), mixed background, including migrants and job-seekers

Learning Outcomes: Attentive listening, paraphrasing, empathy, overcoming barriers

Key Benefits: Improves relationships, teamwork, and employability; builds trust and reduces misunderstandings