

Active Listening Role Play - Observer

Your Role:

You will watch an interaction between an employee and their supervisor.

Do not participate in this interaction (Don't Speak!)

You are looking for active listening:

- Does either party look distracted? For example, are they playing with a pen?
- Is there good body language? For example, is there eye contact?
- Are the parties restating what the other has said?
- Do they confirm their understanding of the issue?
- Did they interrupt each other?
- Did the supervisor thank the employee for raising the matter

Report back to the group:

- How did they do?
- Do you think they clearly understood each other?