



Nonverbal Strategies & The Listening Process

GROUP ACTIVITY

OVERVIEW:

Your group is responsible for creating a four-minute skit. The skit needs to display bad listening skills vs. good listening skills. You have two minutes to display bad skills, then two minutes to display good skills. The goal is to help your classmates understand what effective communication looks like. Please include plenty of non-verbal cues in your skit. Your teacher will provide you with an example scenario for your skit.

Example Scenarios:

An employer interviewing a potential employee, a supervisor talking to an employee about being chronically late to work, an employee contesting a critical performance review, a supervisor talking to an employee about inappropriate grooming/dress habits, a co-worker observing a fellow employee taking extended breaks and leaving early at the end of the day, a co-worker observing a fellow employee taking office supplies for personal use, a supervisor talking to an employee about spending excessive time at work handling personal business such as texting, talking on the phone, etc.

Group Member Names:

Describe your scenario:

How will you display bad listening?

How will you display good listening?

Expression Cards

Directions: Cut on the lines to create expression cards for the lesson.

ANGER	FEAR
ANXIETY	FRUSTRATION
CONTENTMENT	HAPPINESS
FATIGUE	SHOCK