### Formative Assessment 2

In groups of two, explore their ability to listen effectively, in the following way:

Step 1 A puts forward views about a particular conflict, without interruption. (approximately 5 minutes)

Step 2 B then restates or summarises what she/he has heard, without interruption.

Step 3 A then corrects, clarifies and expands B's version.

Step 2 and 3 should be repeated until agreement is reached on what was actually said in Step 1.

In a larger group, stage a rumour clinic. Five out of six volunteers go out of the room and one of the learners reads out a brief, but detailed report or story, about a traffic accident, for example, to the first volunteer. The message is then passed on verbally as each volunteer comes into the room and the last volunteer is asked to write the message down. The learners who remain in the room, make notes of the errors.

The purpose of these exercises is for learners to realise how poorly we listen most of the time.

Discuss the consequences to the team if a team leader does not listen to the team or individual group members

Discuss why listening is an important motivating factor.