



UNIT 2: LISTEN ACTIVELY

Lesson 2.3: Active Listening

Objectives

Students will:

- Identify and explain the three key elements of active listening.
- Gain self-awareness of their own listening strengths and areas for improvement, enabling them to consider how these listening behaviors impact their interactions with peers, parents, instructors, or professional coworkers.
- Enhance their active listening skills by demonstrating proficiency in using the HURIER model.
- Provide constructive peer feedback as both a speaker and listener.
- Apply active listening techniques in their interactions.

Vocabulary

attention, attitude, adjustment, HURIER model

Engage (5 minutes)

THE THREE A'S OF LISTENING

Explain that effective listening is all about being self-aware and consciously observing how we listen. It's important to determine if we're simply hearing without much thought, passively listening without active engagement, or actively participating in the conversation.

Pose the question:

- Active listening, which requires concentration and focused effort, can be divided into three key elements, also called the three A's of active listening. Can you guess the three A's?

- **Attention, Attitude, Adjustment**

attention: giving our full focus to the speaker, avoiding distractions, and maintaining eye contact

attitude: having an open and non-judgmental mindset, being empathetic, and valuing the speaker's perspective

adjustment: adapting our listening approach by clarifying misunderstandings, summarizing key points, and providing appropriate feedback, demonstrating active engagement in the conversation



Explore (15 minutes)

Review the **HURIER model** of effective listening on the 2.3 Listening Profile Worksheet, and then instruct students to take time to think about their own listening habits by completing the listening profile activity.

HURIER model: a model that outlines the steps involved in effective listening, including hearing, understanding, remembering, interpreting, evaluating, and responding

Elaborate (25 minutes)

ACTIVE LISTENING WORKSHOP

Introduce and assign Project 2.3 Active Listening Workshop, where students will demonstrate effective speaking and listening skills while providing peer feedback for both.

Evaluate (5 minutes)

REFLECTION

Conduct a chalk talk around the following question:

- How can you apply active listening skills in your personal life, your professional life, and in learning environments?
 - *Active listening skills can be applied in personal relationships to improve understanding and resolve conflicts; in professional settings to foster teamwork, provide effective customer service, and demonstrate strong leadership; and in learning environments to enhance engagement and continuous learning.*

Resources

INSTRUCTOR

2.3 Listening Profile Worksheet Key

Project 2.3 Active Listening Workshop Instructor Guide

STUDENT

2.3 Listening Profile Worksheet

Project 2.3 Active Listening Workshop

Lesson 2.3 References

FORBES, FOUR BEHAVIORS TO MAKE ACTIVE LISTENING YOUR SUPERPOWER

<https://www.forbes.com/sites/forbesbusinessdevelopmentcouncil/2021/07/15/four-behaviors-to-make-active-listening-your-superpower-in-sales/?sh=1898d97f1003>

FORBES, STOP TALKING, START LISTENING

<https://www.forbes.com/sites/forbescoachescouncil/2023/02/07/stop-talking-start-listening/?sh=5092b30446c5>

**Unit Pacing**

Upon completion of Unit 2: Listen Actively, we suggest that students complete Unit 3: Conduct Research, Unit 4: Organize Your Thoughts, and Unit 5: Prepare Your Voice and Tone before launching the Public Speaking Simternship Rounds 1–3: Foundations I–III.



UNIT 2: LISTEN ACTIVELY

Assignment 2.3: Listening Profile **KEY**

Objective: Students will gain self-awareness of their own listening strengths and areas for improvement, enabling them to consider how these listening behaviors impact their interactions with peers, parents, instructors, or coworkers.

Directions: Review the HURIER model of effective listening, and then take time to think about your own listening habits by completing the listening profile activity below.

HURIER Model of Effective Listening

The HURIER model outlines the steps involved in effective listening. Each letter in HURIER represents a different aspect of the listening process: hearing, understanding, remembering, interpreting, evaluating, and responding.

By understanding each aspect of the HURIER model, we can become more aware of the different skills and stages involved in effective listening, leading to improved communication and meaningful interactions.

- **Hearing:** From a physical standpoint, hearing is the first step in the listening process, where we receive sound waves and perceive auditory stimuli. Hearing can also take the form of receiving information through other stimuli, such as touch or sight.
- **Understanding:** The process of comprehending the meaning of the message, including the words, tone, and nonverbal cues used by the speaker.
- **Remembering:** The ability to retain and recall information from the communication encounter, whether it's short-term or long-term memory.
- **Interpreting:** Analyzing and making sense of the message by connecting it to our existing knowledge, experiences, and beliefs.
- **Evaluating:** Assessing the message critically by analyzing its credibility, logic, relevance, and potential biases or assumptions.
- **Responding:** Providing feedback and engaging in a two-way communication process, which can include verbal or nonverbal cues to demonstrate understanding and encourage further dialogue.

Source: The Reimagined Classroom



Directions: The questions below correspond to each of the six listening components in HURIER: Hearing, Understanding, Remembering, Interpreting, Evaluating, and Responding.

1. Before answering the questions, guess which of the six you will do best at and which area you will likely score the lowest in.

2. Now respond to the following prompts by gauging your listening behavior on a five-point scale (1 = almost never, 2 = infrequently, 3 = sometimes, 4 = often, 5 = almost always)

Listening Profile	
_____	1. I am constantly aware that people and circumstances change over time.
_____	2. I take into account the speaker's personal and cultural perspective when listening to him or her.
_____	3. I pay attention to the important things going on around me.
_____	4. I accurately hear what is said to me.
_____	5. I understand the speaker's vocabulary and recognize that my understanding of a work is likely to be somewhat different from the speaker's.
_____	6. I adapt my response according to the needs of the particular situation.
_____	7. I weigh all evidence before making a decision.
_____	8. I take time to analyze the validity of others' reasoning before arriving at my own conclusion.
_____	9. I can recall what I have heard, even when in stressful situations.
_____	10. I enter communication situations with a positive attitude.
_____	11. I ask relevant questions and restate my perceptions to make sure I have understood the speaker correctly
_____	12. I provide clear and direct feedback to others
_____	13. I do not let my emotions interfere with my listening or decision-making
_____	14. I remember how the speaker's facial expressions, body posture, and other nonverbal behaviors relate to the verbal message.
_____	15. I overcome distractions, such as the conversation of others, background noises, and telephones, when someone is speaking.



_____ 16. I distinguish between main ideas and supporting evidence when I listen.
_____ 17. I am sensitive to the speaker's tone in communication situations
_____ 18. I listen to and accurately remember what is said, even when I strongly disagree with the speaker's viewpoint.
Source: Brownell, J. (1996). Listening: Attitudes, principles, and skills. Boston: Allyn and Bacon. ↵

3. Add up your scores for each HURIER component.

Add your scores for 4 + 10 + 15. This is your hearing total.	13
Add your scores for 5 + 11 + 16. This is your understanding total.	14
Add your scores for 1 + 7 + 8. This is your evaluating total.	12
Add your scores for 3 + 9 + 18. This is your remembering total.	11
Add your scores for 2 + 14 + 17. This is your interpreting total.	14
Add your scores for 6 + 12 + 13. This is your responding total.	14

4. In which skill area(s) do you score highest?

Understanding, interpreting, responding

5. Which is your lowest?

Remembering

6. How would these listening behaviors affect your interactions with peers, parents, instructors, or coworkers?

My peers will feel heard and valued, leading to stronger relationships. My parents will appreciate my attentiveness, enhancing family dynamics. Instructors will perceive my active listening as a sign of respect and engagement, potentially improving academic performance. Coworkers will experience improved collaboration, trust, and productivity, enhancing overall work dynamics.