**Quiz 3: Active Listening Total Marks: 12**

**Watch the following video and answer the following questions. Each member must solve the quiz individually. Then, all group members can discuss the answers and finalize the answers and the group leader must submit a “HARD COPY” of the quiz on the day of submission. Remember to mention your section and all group members’ IDs on the quiz paper.** <https://www.youtube.com/watch?v=_YHQEQl0w8c>

The video contains **a good and a bad example of a group discussion in an office**. The topic of the discussion is “Awayday”.

**Questions:**

1. What venue is suggested for the away day? [1]

**The suggestion is a country hotel just outside the BATH // name of place**

1. In the bad example, how does the facilitator motivate the participants to take the discussion seriously? Write your answer in 2 lines citing her comments as examples. [2]

**I’m sorry but why is it everyone being negative, criticize every idea you have stupid suggestions, it’s pathetic, and just for the record I do enjoy the …………. wine**

1. In the bad example, what sarcastic comment does one of the participants make about archery? [1]

**Ah, now is that where we get to use the inspirational speaker as target practice**

1. According to a good example, why do the participants want the venue to be closer to London? [2]

**Last time some people found it tricky at that venue due to overnight stay in London. Team members said that they should check this area. There is no problem related to a meal as they will have dinner and reception. If an overnight stay is a problem, then we can try to find something closer to London and give people the option to arrive in the day.**

1. Write 3 examples of negative comments made by different participants in the bad group discussion example. [1]

**Interrupting others,** constantly interrupting each other seems like they were supposed to give their opinions and ideas first**.** It was like I should answer first and then you.

**Dominating others,** they were dominating others as they were gathered to win the discussion no matter either the solution is good or not. And some were showing their attitude

**Font of all wisdom,** claiming ideas and their views as they know everything but their ideas were without supporting evidences.

**The language** used by the team members was un-friendly and negative with constant interruptions.

1. How can discussion be made more productive? Suggest 2 ways in the light of the video. [2]

**To keep the discussion flowing is also important that everyone plays their part in maintaining the productive structure. Good listening as well as good contributions make healthy and balance debate. The use of linking language helped the discussion to flow, phrases such as perhaps we can begin, next point to discuss is, moved the conservation to move forward. Interruptions were made politely and were kept minimum. This allowed everyone to make their contributions**

1. In a good example, what are the issues raised regarding the “inspirational speaker”? Write the summary of all the points raised in 2 to 3 sentences only. [2]

**Lady with glasses thinks that who is the inspirational speaker and what he talks about**

**1st is Daniel from MIKULIC and inspired to find your truth through business.**

**Secondly, a speaker related to food and drink would be better. Facilitator** **thinks** **can respond more related to their industry rather than general business**

**2nd person is HERALD to do WINE tasting sessions with companies.**

1. How does the non-alcohol drinking group member offer to address the wine-drinking session to ensure inclusivity? [1]

**I have a problem because it is related to my JOB in-fact we can ask some NON-alcoholic COCKTAILS and can find more about them**

\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\* BAD EXAMPLE FEEDBACK \*\*\*\*\*\*\*\*\*\*\*\*\*\*

The discussion was bad, it had a bad structure from the start. Moving across the rising issues without any being properly discussed. Contributions were critical rather than pro-active, and several counter-arguments such as everyone hates the many ways. Nobody will want to get back late. They were claims without any supporting evidence, language used by the team members was un-friendly and negative with constant interruptions and assumptions.

Discussion can be robust but should also be respectful.

\*\*\*\*\*\*\*\*\*\*\*\*\*\*GOOD EXAMPLE FEEDBACK\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Better listening and linking language helped the discussion to flow. Phrases such as perhaps we can begin, next point to discuss are, moved the conservation move forward. Responses such as a good idea, I agree helped create the TEAM ATMOSPHERE. Interruptions were made politely and were kept minimum. This allowed everyone time and space to make their contributions

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