

Lesson 2: Listening, questioning, and assertive skills

On successful completion of this lesson, you will understand and demonstrate your understanding of:

- ✓ Active listening
- ✓ Questioning skills
- ✓ Assertive skills

Pre-class engagement

Complete your Lesson 1 ‘after class engagement exercises’.

In class engagement

1. Present your chosen resources.

As you listen to your peer’s interpretation of the resources, jot down ideas which grab your attention.

Can you think of people in your lives or popular characters who seem to exhibit some aspects of these leadership communication traits?

2. Listening skills

- a. How would you define good listening skills?
- b. What types of barriers prevent people from listening effectively?
- c. What types of physical, mental actions and communication skills contribute toward effective listening skills in each of these stages?

	Pre-listening stage	Listening stage
Physical actions		
Mental actions		
Communication skills		

3. Questioning skills

On a scale of 1-5 where five represents excellent questioning skills and where 1 is not very good questioning skills, where would you situate your questioning skills in academic contexts? What are your barriers to asking questions?

Why do some people hesitate asking questions in these contexts and to specific audience? To what extent are these reasons ‘real’?

Academic	Workplace	Social settings

4. Assertive Skills

What is being assertive to you? Provide assertive strategies that have worked for you or/and which you have observed in others.

5. Sum up Lessons 1 & 2

How would you show the links between lessons 1 and 2?

After class engagement

1. Go through Lesson 2 slides (this will be uploaded on Friday).

2. Take this self-assessment test on interpersonal skills at

<https://www.skillsyouneed.com/ls/index.php/343479>

How did the skills pan out for you and what are the implications for your self-development in these areas?

3. In 2 minutes, using your own stories/experiences **AND key** ideas from any ONE **Extra resources**, convince **your peers** on the importance of the topic. Mere presentation of key ideas is **not** sufficient. Visuals are not required but you could use the white board if needed.

Extra resources

Listening skills

1. Listening Critically at https://saylordotorg.github.io/text_stand-up-speak-out-the-practice-and-ethics-of-public-speaking/s07-05-listening-critically.html

2. Stages of listening at https://saylordotorg.github.io/text_stand-up-speak-out-the-practice-and-ethics-of-public-speaking/s07-04-stages-of-listening.html

3. Types of listening at <https://2012books.lardbucket.org/books/an-introduction-to-group-communication/s09-02-types-of-listening.html> Focus on the 'Listening Process' to the end of the page.

4. Barnard, D. (2017), "Active Listening Skills, Examples and Exercises", *Virtual Speech*, @ <https://virtualspeech.com/blog/active-listening-skills-examples-and-exercises> Focus on benefits, listening vs hearing, verbal and non-verbal and barriers. (Pair work)

5. “The Importance of Listening”, Chapter 4, from the book An Introduction to Group Communication, (2012) @ https://saylordotorg.github.io/text_stand-up-speak-out-the-practice-and-ethics-of-public-speaking/s07-the-importance-of-listening.html **Focus on 4.2- Listening styles and 4.3 Why Listening is Difficult (Pair work)**

Questioning skills

1. Mason, C. Asking good questions is a leader’s superpower (2022). The Learning Professional, *The Learning Forward Journal*, at <https://learningforward.org/journal/building-community-in-a-divided-world/asking-good-questions-is-a-leaders-superpower/> (Retrieved on 16 Aug. 22)
2. The Art of Asking the Right Question | Caroline Reidy | TEDxTralee at <https://youtu.be/ISZ8IROfJ24>

Assertive skills

1. How to speak up for yourself? https://www.ted.com/talks/adam_galinsky_how_to_speak_up_for_yourself/transcript?language=en (Retrieved 16 Aug. 22)
2. Why People Pleasing is Hurting You | Salma Hindy | TEDxUofT <https://youtu.be/55HERZnmHT8> (Retrieved 16 Aug. 22)
3. The Beauty of Assertiveness | Dr. Abby Hamilton | TEDxWestshoreWomen <https://youtu.be/3wPn1ttyVyQ> (Retrieved 16 Aug. 22)
4. Podesta, C. (2008, April-May). Dealing with difficult people: recognizing what drives them is the first step. <https://go-gale-com.libproxy1.nus.edu.sg/ps/i.do?p=AONE&u=nuslib&id=GALE%7CA187034181&v=2.1&it=r&sid=summon> (Retrieved 16 Aug. 22)