

## **Improve active listening skills ideas**

1. Understanding active listening -> Define and explain the phases and techniques. (still searching them)
2. Provide self-assessment tool like the listening skills inventory.
3. Apply active listening -> simulate scenarios, but how?

### **Understanding active listening:**

This section of the module is focused on explaining what active listening is, its benefits, its importance and its techniques.

### **How?**

- Through short video/story: where examples of poor vs good listening is provided
- Provide a one-page summary of techniques.

### **Interactive exercises:**

#### **Should we organize them by the phases?**

- **Pre-listening:** Have participants identify distractions in a given scenario and develop strategies to minimize them.
- **During listening:** Use role-playing where one person speaks for 2-3 minutes and the other:
  1. Summarizes key points
  2. Responds with empathetic statements
  3. Asks clarifying questions.
- **Post-listening:** Small groups analyze a conversation's transcript, identifying missed cues or poor responses.

**Pre-listening:** Provide realistic scenarios where distractions are likely to occur. It can be showing a short video where a conversation is interrupted by distractions or present written descriptions of situations.

The user has to underline or note all distractions into two categories: **external distractions, internal distractions**

After identifying distractions, the user brainstorms strategies to minimize them.

## **Role-playing activity for improving active listening during conversations:**

Medio: chat format using audio messages.

Roles: speaker and listener

Instructions:

- A speaker sends an audio message (2-3 minutes long) describing an experience, thought, or story. The entry point topic is provided by IA.
- The listener, listens to the audio carefully and responds with:
  1. A summary of key points.
  2. An empathetic statement.
  3. A follow-up question.

After the role-play, have participants reflect and discuss.

### **Speaker's Perspective:**

Provide feedback on how well the listener summarized, empathized, and asked clarifying questions.

Also the speaker should answer questions like this:

- Did you feel heard and understood?
- What part of the listener's response was most helpful or meaningful?

### **Listener's perspective:**

- Was it challenging to summarize or respond empathetically?
- Did you feel prepared to ask a relevant question?

## Develop active listening skills through podcasts

**General idea:** provide interactive exercises where users listen to podcast episodes and then answer questions about them to test their comprehension.

Brainstorming some ideas:

1. How will the app generate these questions? Maybe using NLP to analyze the podcast transcript and create quizzes automatically.
2. Real-time feedback. If the app can track when the user is distracted, maybe through pauses or asking them to summarize periodically.
3. The app could prompt the user at intervals to repeat what they just heard.
4. Implement badges, streaks, points for completing listening exercises. (Gamification feature)
5. Add social features where users can share achievements or compete with friends.
6. Recommend podcasts based on users preferences.
7. Adjust difficulty level of exercises based on their progress.
8. Note taking features -> allow users to take time stamped notes while listening. Maybe even voice notes where they summarize sections in their own words.

Focus on the interactive quizzes with auto-generated questions, real-time prompts for summarization, and gamification elements. Then if time allows, add more features.

The technical implementation would involve NLP for transcript analysis, ML for personalization.

Potential challenges include accurate transcript generation, especially for podcasts with multiple speakers or background noise. Also, ensuring the generated questions are meaningful and not just factual recall. Maybe include different question types, like inferential questions, which are harder to generate automatically.