**ACTIVE LISTENING**

***1.***  *Tell your partner if you’ve made small talk with anyone recently and if so, what you talked about.*

***2.*** *Work with your partner and revise the language from the previous class using a* [*Quizlet set*](https://quizlet.com/298213540/flashcards)*.*

***3.*** *Work with a partner and answer the questions:*

* How do people show interest when they listen?
* How many verbal (relating to words) and non-verbal (relating to body language) tools to show interest can you think of?

***4****. You’re going to watch two software developers discussing a technical topic. How do the speakers in the* [*video*](https://youtu.be/RvCVhmgQLEU?t=100) *show they’re listening verbally and non-verbally? Make notes as you watch.*

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| --- | --- |
| **Showing interest verbally:** | **Showing interest non-verbally:** |
| *Exactly. (=I’m thinking about the same thing. You’re right).*  *Right. Right.*  *Ok.Cool.*  *Yes*  *“Echo” ex: they are still on the same visit /*  *They are still I the same session.* | *Nodding a lot. Smiling. Shake their hands*  *Half facing each other* |

***5.*** *Work with a partner. How would you show interest if you heard the phrase below?*

***“I joined this project a few weeks ago.”***

***If you are in the project:*** *What’s your role? I’m a backend engineer. What/how about you? What difficulties did you have in this project? Have you finished your onboarding?*

*Welcome to our team/project?*

***If you are not in the project:*** *How long will this project take? How long have you been in this project?*

*What could I learn in this project? What have you learned in this project?*

*How is the work environment in this project? (The office is cool and comfortable. / I’m stressed in this project)*

***6.***  *Sort the expressions and questions in the box below according to their function:*

I joined the company about 5 years ago and it was very different back then.

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| * 5 years? * Really? What was that like? * Really? That’s interesting because… * Exactly. I think… | * Right. * So, were you working on the same project back then? * So you have been working here for quite a long time now. * Was it? * Interesting. | * So you know the company pretty well then. * Why did you decide to leave your start-up? * Yeah. * Yeah, I had a similar experience. I … |

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| --- | --- |
| **One- or two-word comments / echoing**  **key words** | 5 years? Was it? Interesting Yeah Right |
| **Follow-up questions** | * Really? What was that like? * So, were you working on the same project back then? * Why did you decide to leave your start-up? |
| **Comments that work as follow-up questions** | * Interesting. * Really? That’s interesting because… * So you have been working here for quite a long time now. * So you know the company pretty well then. |
| **Comments about**  **yourself** | * Exactly. I think… * Yeah, I had a similar experience. I … * Really? That’s interesting because I.... |

***7.*** *In pairs, come up with things to say/ask in response to the following:*

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|  | One-or two-word **comments** / echoing **key** words. | Follow-up **questions** | **Comments** that work as follow-up questions |
| 1. *There are about 7 people on my team.* | Cool. 7 people? | What is your role (in your team)?  How many backend/frontend engineers are there in your team?  Who is in your team? Is [name] in your team? | That is a small team, in my opinion.  I had a similar experience. I worked in a small team ... |
| *2. I only started this project a few months ago.* | Really?  A few months ago?  Sounds great!  Interesting.  Congratulations! | Really? That’s interesting because I also joined a project last month . | That’s why you are/look busy now.  Can you **refer** me **to** the project? |
| 3. *I’ve never worked on such a challenging task.* | Really? | What task are you working on?  Why do you think this task is challenging? | Oh that’s terrible.  (I’m) sorry to hear that. |

***8.*** *Work in pairs.*

*Student A, pick a phrase below and say it to your partner.*

*Student B, draw a card to see how you need to react.*

*Both students: try to keep the conversation going for 1 minute*

* I’m thinking of relocating to NY
* I went to the USA last month.
* I work twelve hours a day.
* At the moment I’m working on two projects.
* I’m planning to go to Spain for my next vacation.
* Next week I’m giving a presentation at the SEC conference.
* I’m doing an online course on Big Data.
* Half of the team are on sick leave at the moment.

|  |  |
| --- | --- |
| Show that you’re interested with **small noises / short comment / repetition of a key word** | Make a **comment** that works as a  follow-up question |
| Ask a **follow-up question**. | Make a **comment about**  **yourself**. |

***9 (a).*** *Watch an* [extvract](https://youtu.be/6j8det-FN80?t=125)  (2:05 to 2:19) *from a video. What do the speakers say to signal the end of small talk? Fill in the gaps.*

Ian: Excellent.  
Reto: Perfect, so let's … Ian, we've got somewhere up to 12 apps to look at today  
so (1) \_\_\_\_let’s kick off\_\_\_\_\_. (2) \_let’s get started\_\_\_\_\_\_.

Ian: Right, so **just to get started** here let's talk about what a podcast player should do.

***(b)*** *How else can we signal the end of small talk/check the others have joined the call?*

(3) Do we have [name] \_on \_ \_the \_\_ call? / Who else do we have on the \_ \_ call?

(4) So let’s start, shall\_ we?

***10.*** *Work with a partner and practice making small talk. Swap roles when you finish.*

***Student A****, greet your partner*

***Student B****, respond and greet your partner*

***Student A****, respond and ask a question*

***Student B****, respond*

***Student A****, show interest and keep the conversation going for a minute*

***Student B****, show interest and keep the conversation going for a minute*

***Student A,*** *move on to work*