

Active Listening Lab

NAME _____ DATE _____ PERIOD _____

Part 1: Listen for evidence

Use the fictional Maria account on FYF p. 62. This is a listening exercise, not a diagnosis exercise.

TYPE OF DETAIL	EXACT DETAIL FROM THE ACCOUNT	WHY IT BELONGS HERE
Essential		
Essential		
Background		
Background		

Complete frame: “The detail _ *is essential/background because* _.”

Ask two new questions

A clarifying question asks for information the speaker did not already give.

Question 1:

Question 2:

Safety note: Real chest pain with shortness of breath needs immediate adult or emergency help. Do not practice a response on a classmate.

Part 2: Safe workplace listening practice

Choose one fictional card. One person speaks, one listens, and an optional observer records evidence. A written response is equal to acting.

Card A: Supply handoff. The morning team says the first-aid cabinet is low on gloves, but the inventory sheet says two boxes remain. The next shift needs a clear count and a safe next step.

Card B: Appointment mix-up. A fictional customer says the reminder lists Tuesday, while the office calendar lists Thursday. No real names, phone numbers, or appointment details may be used.

Card C: Equipment problem. A coworker says a cart wheel sticks only when the cart is full. The repair request says only “cart broken.” The team needs a better description before routing it.

Paraphrase:

Clarifying question:

Complete frame: “I heard you say . *What* ?”

Safe next step or person to notify:

Observation and transfer

I noticed the listener:

Another career that uses the same listening move: _____

When that worker uses it: _____

Language support

essential = esencial · background = contexto · paraphrase = parafrasear · clarify = aclarar