

# Communication Exercise

## Talkers and Listeners

### Facilitator Instructions

#### Pre-exercise

1. Print pages 2, 3 and 4 of this document
2. Print enough copies for half of your group to receive one 'Talkers' card each – and enough copies for the other half of the group to receive one 'Listeners (1)' card, and one 'Listeners (2)' cards each

#### The exercise – the trainer

1. Divide the group of participants into two groups (in half)
2. Group one (each participant ) receives a 'Talkers' card
3. Group two (each participant ) receives a 'Listeners (1)' card
4. Note: If group numbers are uneven, the facilitator can take either a 'Talker' or 'Listener' role, alternatively one participant can take the role of an 'Observer'; reporting their observations during the group debrief post exercise

#### The exercise – instructions to participants – part one

1. Each participant with a 'Talkers' card is to pair-up with a 'Listeners (1)' participant
2. Participants are NOT to show each other the contents of their cards
3. Each 'Talker' and 'Listener (1)' to follow on instructions on their cards
4. After 3-4 minutes debrief as group following the exercise

#### The exercise – instructions to participants – part two

1. Each 'Talker' retains their 'Talkers' card
2. Each 'Listener' swaps their 'Listener (1)' card for a 'Listener (2)' card
3. Repeat the exercise following the instructions on the cards
4. After 3-4 minutes debrief as group following the exercise

# Talkers

The task is to spend a couple of minutes talking to the other person about something really important to you. You are to use some of these techniques to get your point across:

- talk loudly,
- enthusiastically,
- talk fast
- try to get in as much as possible
- lean forward and try to get eye contact
- do whatever you can to get the persons attention and make your point
- NO physical contact!

Try to make what you have to say as radical or “over the top” as possible.

# Listeners (1)

Your task is to try to avoid paying attention to what the other person has to say. You are to use some of these techniques to do the task:

- avoid eye contact,
- use passive body language,
- keep eyes and head down,
- turn away to one side,
- lean back,
- no “active listening” (no responses or nodding or signs of engagement or encouragement)
- react with surprise or horror if anything different or controversial comes up.

Do whatever you can to avoid listening or engaging with what the person has to say.

# Listeners (2)

You are to listen actively:

- Show interest,
- Ask clarifying questions,
- Lean forward and be aware of your body language
- Be engaged and involved in what they say,
- Make eye contact,
- Be aware of how you speak (tone, volume and speed)

Use whatever body language is necessary to show interest, respect and avoid conflict, and calm the other person's frustration if necessary.