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# Communication Skills Building: Active Listening & Interviews

— Global Tourism & Communication —  
Day 1

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# Agenda

- Warm-Up: Active Listening Examples
- Communicating & Active Listening
- Elements of Listening
  - Empathy & Interest
  - Responding
  - Clarifying
- Talk Show Interview
- Mini-Activity



## After this class you will be able to:

- **Utilize principles of active listening**
- **Interview a classmate and share what you learned**

# Activity: Partner Interviews

Introduce yourself to classmates.

- Name
- Your field of study in school
- Why you're interested in that field of study
- Future plans

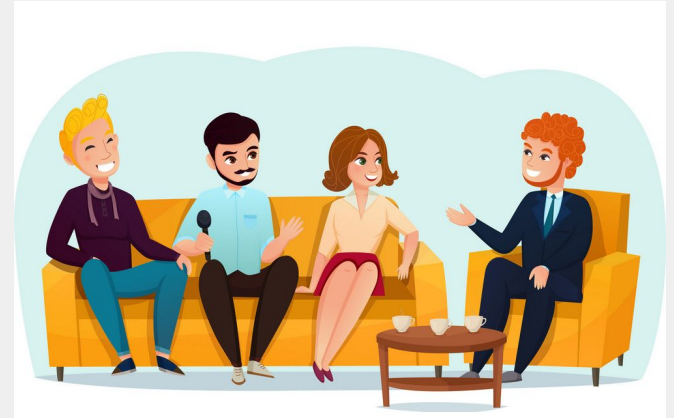
**Classmates: Listen carefully to remember, then decide what to share with the class**

# Activity: Sharing from Your Interviews

Now that you've interviewed your classmates, it's time to share! **Every person has to introduce someone else.**

Share...

- The name of your classmate
- 1 fact your learned



# Active Listening Examples



**Listen & Discuss: What does active listening look like?**

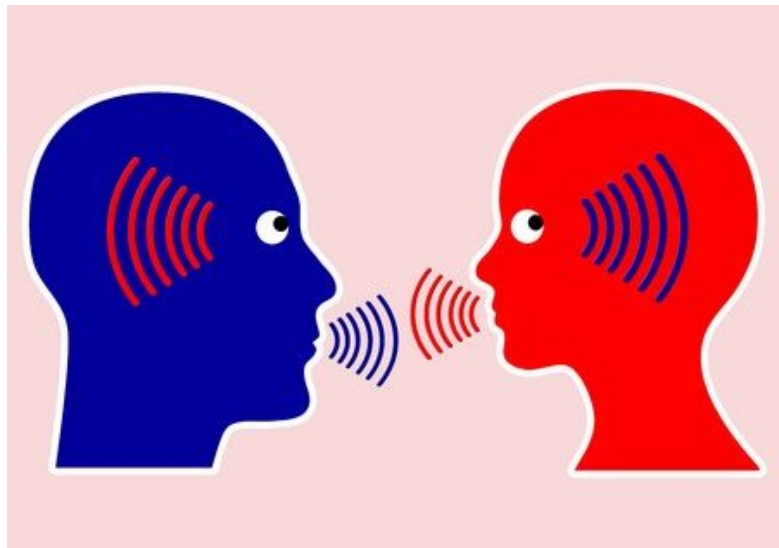
# Communicating

How to be an **active speaker** - Speak up and ask questions

How to be an **active listener** - Give full attention to speaker

## Active listeners should...

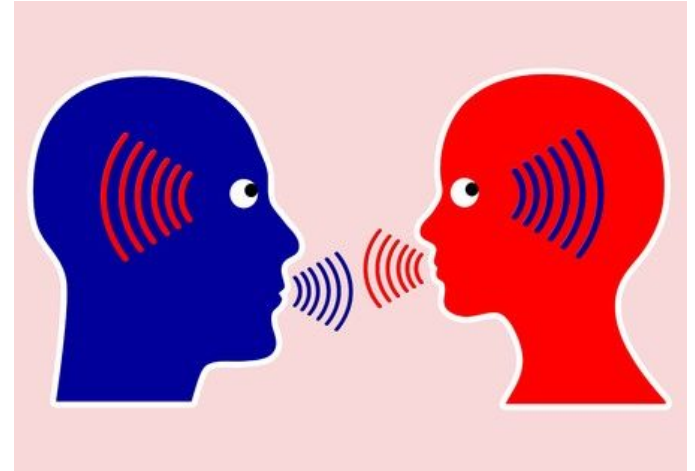
- Show Empathy & Interest
- Listen Carefully
- Respond Appropriately
- Ask Follow-Up Questions



# Active Listening

Here are some tips for better **active listening**:

1. **Ignore** outside noises
2. **Put away** distractions
3. **Concentrate**
4. Keep **eye contact**
5. Be prepared to **paraphrase**
6. Be prepared to **offer feedback**



# Show Empathy and Interest

**Empathy** is understanding and sharing someone else's feelings.

Ways to show **empathy & interest**:

- Facial expressions
- Backchanneling (uh-huh, mm-hmmm, okay, yeah, right, yes)
- Eye contact

**If you don't do these things, it may seem like you are not interested. Try it out!**



# Empathetic Listening Example



**What does empathetic listening look like?**

# Responding

Active listening also means **taking action** to show you are listening or to understand. You can...

- Ask for **additional information**
- Ask for **clarification**
- **Interrupt** when necessary
- Ask **follow up questions**



# Do you know what a rejoinder is?

**Rejoinders** are short responses to show you are listening.

- Interest: Oh really?
- Happiness: That's Amazing!
- Sadness: That's too bad.
- Surprise: No way!
- Agreement: Absolutely!
- **Not Understanding: Pardon?**



There are many more types. Here's a [list of rejoinders](#) in English.

# Follow-Up Questions

**Follow-Up Questions** will help keep a conversation going.

- Repeat what they said as a question:  
“I’m excited about my next vacation.” → “You’re excited about your next vacation?”
- Ask for more information:  
“I want to travel to California.” → “What do you want to see?”
- Wh- Questions:  
What...? Where...? Why...? When...? Who...? How...?



## Responding

*Kara: I heard you had a problem with your cat, Charlie.*

*Mickey: Yeah. He climbed high up in a tree and couldn't get down for three days.*

*Kara (Rejoinder): **Really?** (Follow-up) **What happened?***

*Mickey: We called a tree trimmer, who climbed up, but just as he reached him, Charlie made a huge leap to another tree and climbed down.*

*Kara (Rejoinder): **That's amazing!** (Follow-up) **How is Charlie now?***

*Mickey: He just climbed another tree. I'm not going to worry about him.*

**Improve your active listening by using both types!**

# Getting Additional Information

Expressions to elicit information:

- Can you be more specific?
- Can you give me an example?
- Can you explain what you mean?
- Can you add to that?

**What are some other questions you can ask to get more information?**



# Asking for clarification

Expressions to ask for clarification when you don't understand or didn't hear something.

- Pardon me?
- Can you say that again please?
- Sorry, I didn't get that. Would you mind repeating...?
- I'm not sure what you mean by \_\_\_\_, can you please explain?
- **Restate** - repeat what they said to make sure you understand "So you're saying..."; "If I understand you correctly, you're saying..."



**Avoid** informal questions like "Huh?" and "What?"

# Interrupting

Interrupting is often considered rude, but not always!

## When is it okay to interrupt?

- When you didn't understand
- When they didn't answer a question



## How can you interrupt a person speaking?

- Sorry, could you repeat that?
- Sorry to interrupt, but I wanted to ask you more about...



# Sample Interview



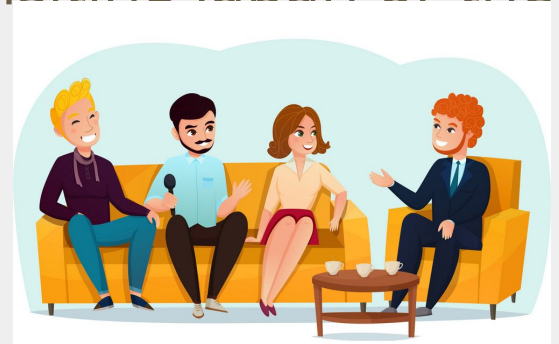
- **Have you ever been interviewed?**
- **Have you ever interviewed anyone?**
- **Who is someone you'd like to interview?**

# Activity: Talk Show Interview

Interview your classmates using **active listening**. Below are the potential topics; pick 1 for each classmate.

- The best advice for meeting new people
- Their hobbies
- What you need to know about when visiting Japan or the US
- The latest news (local, world, etc.)

**Be ready to share!**



# Activity: Sharing from Your Interviews

Now that you've interviewed your classmates, it's time to share! **Every person has to introduce someone else.**

Share...

- The name of your classmate
- and 2 facts that you learned

