

Echoes of Understanding

**SESKAT Training
Toolbox**



**Co-funded by
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Description

This tool is an interactive exercise designed to improve active listening skills. It is recommended for 2 or more participants. They will engage in structured conversations, focusing on truly hearing and understanding what the other person is saying rather than planning their next response. This exercise can be performed virtually, making it ideal for remote teams or individuals.

Objectives

- To improve the ability to focus on the speaker's words without distraction.
- To develop skills to better understand the underlying message or emotions in a conversation.
- To encourage empathy by understanding and acknowledging the speaker's perspective.

Connection with Soft Skills and Emotional Intelligence

Active listening is a cornerstone of emotional intelligence. This tool helps in recognising one's own biases or preconceptions that may affect understanding. It also promotes self-regulation by managing internal distractions or impulses to interrupt. Finally, it hones social skills by building a stronger rapport and trust through showing genuine interest and understanding in conversations.



Resources and Materials

- Timer (smartphone or stopwatch)
- Quiet space to minimise distractions
- Optionally, a reflection journal for personal insights post-exercise

Steps

01

2 minutes: Ask the participants to form pairs and explain the instructions. One person will speak about a personal and current problem, ambition, or aspiration of theirs while the other listens actively.

02

5 minutes: While in pairs, one participant will have 5 minutes to speak about the topic they have chosen. Set a timer to keep track.

03

3 minutes: Next, the listener repeats back what they heard, focusing on feelings and key points. The speaker provides feedback on the accuracy of what the listener understood.

04

10 minutes: Switch roles and repeat steps 2 and 3.

Learning Outcomes

- Improved Listening Skills: Participants will learn to pay closer attention to what is said, and just as importantly, what is not said.
- Enhanced Empathy: By focussing on understanding the speaker's perspective, empathy is naturally cultivated.
- Better Communication: Participants will likely notice an improvement in their overall communication skills, as active listening is a key component in effective interactions.

