|  |  |  |  |
| --- | --- | --- | --- |
| **Section: Listen, reflect, summarise, question** | | | |
| **Objective:** | | To help children practice active listening skills: reflecting, asking questions and summarising.  SEL Competency: Social Awareness  Developmental level: Advanced  Key message: I can practice active listening.  Time: 13 mins 30 seconds | |
|  | **Character name** | | **Content:** *Format*  (TONE OF ADDRESS)/‘Lines from script’/song/sound clip no. |
| **1.** | FX (sound FX) | | *STANDARD INTRODUCTORY JINGLE NO.xx* |
| **2.** | Host | | Listening can be hard work! Sometimes we think we hear and understand someone, only to find out that we didn’t truly understand.  Sometimes it is difficult for people to really say what they want to say.  When we listen, we can help the person speaking by using something called active listening. This is a way to listen that gives us the best opportunity to hear and understand what the other person is saying.  There are three steps in active listening: |
| **3.** | FX (Sound FX) | | Sound to indicate a list: boiing, checkmark, etc. |
| **4.** | Host | | 1. Reflecting |
| **5.** | FX (Sound FX) | | Sound to indicate a list: boiing, checkmark, etc. |
| **6.** | Host | | 1. Asking clarifying questions |
| **7.** | FX (Sound FX) | | Sound to indicate a list: boiing, checkmark, etc. |
| **8.** | Host | | 1. Summarising   We’re going to take a look at each of these one by one so we can be a better listener. This will help us in all our relationships, with our family, our friends, in school, and in the future, when we’ree working.  How does that sound? |
| **9.** | All | | Good! |
| **10.** | Host | | Ok, great!  Lets start with Reflecting. Does anyone know what this means? |
| **11.** | Child A | | Like a mirror? |
| **12.** | Host | | Exactly! Our image is reflected in the mirror. When we look in a mirror, we see exactly what we look like. When we move, the image in the mirror moves, when we smile, the image in the mirror smiles.  One way we can show someone we are listening is to reflect back what the other person is saying. Reflecting is a way of saying what the speaker said back to them. When we reflect, it is as if we were a mirror for the person. When we reflect, we don’t give our opinions of their situation or advice. We just say what they have said in other words.  We’re going to practice this now! (Child A), will you help me by practising reflecting like a mirror? I’m going to say something and I want you to reflect it back to me. “My friend couldn’t come over to play on the weekend. I really didn’t like it – I felt so bored!” |
| **13.** | Child A | | You felt bored over the weekend because your friend couldn’t come over to play. |
| **14.** | Host | | Well done! Perfect! Let’s try all together now! Everyone at home too!  Just like (Child A) showed us, I want you to reflect what I say back to me. I’ll give you a few moments to do this. Make sure to practice out loud at home!  Ready? |
| **15.** | All | | Yes |
| **16.** | Host | | Ok! I want you to reflect this back to me: “My best friend was not very nice to me. He/she said something very mean and hurt me.” |
| **17.** | FX (sound FX) | | 30 seconds of music to allow children to practice reflcting |
| **18.** | Host | | Well done! (Child B), will you show us how you reflected what I said? |
| **19.** | Child B | | You felt hurt because your best friend said something mean to you. |
| **20.** | Host | | Well done! This is very good reflecting! Just like a mirror!  When we reflect back what we have heard to the speaker, it shows that we are listening and understanding. The speaker may feel that you didn’t quite understand and correct you. That is OK. Just ask if they can tell you again or clarify what you didn’t understand. Keep reflecting until the speaker feels understood.  Does that make sense? |
| **21.** | All | | Yes |
| **22.** | Host | | Wonderful!  Now, lets move on to the next step in active listening! Does anyone remember what that was? |
| **23.** | Child C | | Asking questions? |
| **24.** | Host | | Almost! Asking a very special type of question… do you remember what that is? |
| **25.** | Child C | | No |
|  | Host | | That’s ok! It’s a new word for you!  The type of questions we need to ask are called clarifying questions.  We ask clarifying questions to make sure that we understand what the speaker is trying to say. If the person speaking says something that you do not understand, you can ask them follow-up questions. This not only shows the speaker that you are interested in what they are saying, but it also helps to prevent miscommunication.  We are going to use the same examples we used before when practicing reflecting, this time, I want you to help me come up with some clarifying questions.  Can you do that? |
|  | All | | Yes |
|  | Host | | Ok, lets go!  Can you come up with some clarifying questions for this: “My friend couldn’t come over to play on the weekend. I really didn’t like it – I felt so bored!”  Remember, a clarifying question helps us to double check that we really understood what the other person was saying!  So, what kind of clarifying questions can you come up with for: “My friend couldn’t come over to play on the weekend. I really didn’t like it – I felt so bored!” |
|  | FX (sound FX) | | 30 seconds of music to allow children to come up with clarifying questions |
|  | Host | | Well done! (Child C), will you tell us the clarifying question you came up with? |
|  | Child C | | (PROUDLY/ HAPPILY) I have two! |
|  | Host | | Well done! Can you tell us what they are? |
|  | Child C | | Did I understand that your friend couldn’t come over to play on the weekend?  And  Does your friend usually come over to play on the weekend? |
|  | Host | | Well done! These were really good clarifying questions!  Are you ready to think about what clarifying questions to ask for the second statement? |
|  | Child D | | Umm what was the second one again? |
|  | Host | | Well done for reminding me to tell you!  My best friend was not very nice to me. He/she said something very mean and hurt me.  What clarifying questions can you come up with for this? say your answers out loud at home! |
|  | FX (sound FX) | | 30 seconds of music to allow children to come up with clarifying questions |
|  | Host | | Well done! (Child A), will you tell us the clarifying question you came up with? |
|  | Child A | | I got two questions too!  Can you tell me more about feeling hurt?  And  Has your best friend ever said something mean to you before? |
|  | Host | | (KINDLY) very good!  Always remember that the questions should not be judgmental, like asking, “Didn’t you wonder if your friend was hurt or sick and that maybe you should have been more understanding?”. Instead, clarifying questions are only to understand the story better and the person’s feelings and point of view.  Do you understand? |
|  | All | | Yes |
|  | Host | | Perfect! Now lets move on to step three!  Does anyone remember what that is? |
|  | Child B | | Tell the story?? |
|  | Host | | Very nearly there! The third step is summarizing the story.  Only after we listen, reflect and ask questions, can we get a full idea of what the person is trying to say. At that point, we can summarise the facts and feelings that we heard in the person’s story, and share our summary with them. When we summarise, we try to capture both the facts of the story and the speaker’s feelings.  We’re going to use the same two examples as before to practice summarising the story! Don’t worry, I’ll remind you of the two statements!  First, I want you to summarise this statement: “My friend couldn’t come over to play on the weekend. I really didn’t like it – I felt so bored!”  Can you do that for me? |
|  | All | | Yes! |
|  | Host | | Perfect! Again, I want you to summarise: “My friend couldn’t come over to play on the weekend. I really didn’t like it – I felt so bored!”  Say your answers out loud at home! |
|  | FX (sound FX) | | 30 seconds of music to allow children to respond |
|  | Host | | Well done! (Child D), will you tell us how you summarised this? |
|  | Child D | | Ummm… maybe I could say… It sounds as though you are used to your best friend being with you on the weekends to play together, and when you were alone it felt very boring. |
|  | Host | | Amazing! That’s a really, really good summary! Well done!  Now lets try to summarise the next statement: “My best friend was not very nice to me. He/she said something very mean and hurt me.”  Say your answers out loud at home |
|  | FX (sound FX) | | 30 seconds of music to allow children to respond |
|  | Host | | Well done! (Child B), will you tell us how you summarised this? |
|  | Child B | | Well… maybe I could say something like “What I understand is that your best friend really hurt your feelings by saying something mean, and you are feeling badly about it still” |
|  | Host | | Fantastic! That’s really, really good!  Will you try to practice active listening in your lives this week for me? |
|  | All | | Yes |
|  | Host | | Perfect!  Remember, many problems or conflicts are resolved simply by active listening because the people involved realize that the fight is simply a misunderstanding. Even when a true disagreement exists, people who are given an opportunity to have their perspective heard are much more likely to work at a win-win solution.  So, who wants to tell us all about what they learnt today? |
|  | Child D | | Me, me, me! |
|  | Host | | (LAUGHING) ok! Go ahead (Child D), what did you learn today? |
|  | Child D | | Active listening! I learnt to reflect, ask questions and summarise |
|  | Host | | Wow! Well done! you were really paying attention!  Can anyone explain what these three steps are? let’s start with reflecting. Who wants to explain reflecting? |
|  | Child A | | Reflecting means saying what the person said back to them, just like a mirror! |
|  | Host | | Very good! You got that exactly right! Reflecting is when you say what the other person said back. Remember, you don’t need to use the exact words that the other person used, you just want to repeat the idea of what they said to make sure you understood them!  Who wants to explain the next step for us? Remember, it was asking clarifying questions? |
|  | Child B | | Umm… this is when you ask them questions if you don’t understand so that you can make sure you do understand. |
|  | Host | | Well done! it’s important to ask questions when you don’t understand something. There’s no such thing as a stupid question!  Who wants to explain the last step, who wants to explain what summarizing is? |
|  | Child C | | (QUESTIONING) Is it when you say back the important parts of what the other person said? |
|  | Host | | (KINDLY) Very good! Remember when you’re doing this, make sure you include both the facts of what they said, as well as how the person felt.  So today we learnt all about active listening. This is a special way of listening that gives us the best chance of really understanding what the other person was saying. You can practice active listening by : |
|  | FX (Sound FX) | | Sound to indicate a list: boiing, checkmark, etc. |
|  | Host | | Reflecting |
|  | FX (Sound FX) | | Sound to indicate a list: boiing, checkmark, etc. |
|  | Host | | Asking clarifying questions and… |
|  | FX (Sound FX) | | Sound to indicate a list: boiing, checkmark, etc. |
|  | Host | | …Summarising! |