COMMUNICATION

EXPERT

ACTIVE LISTENING AND ONLINE COMMUNICATION IN WORK

INTERFACE
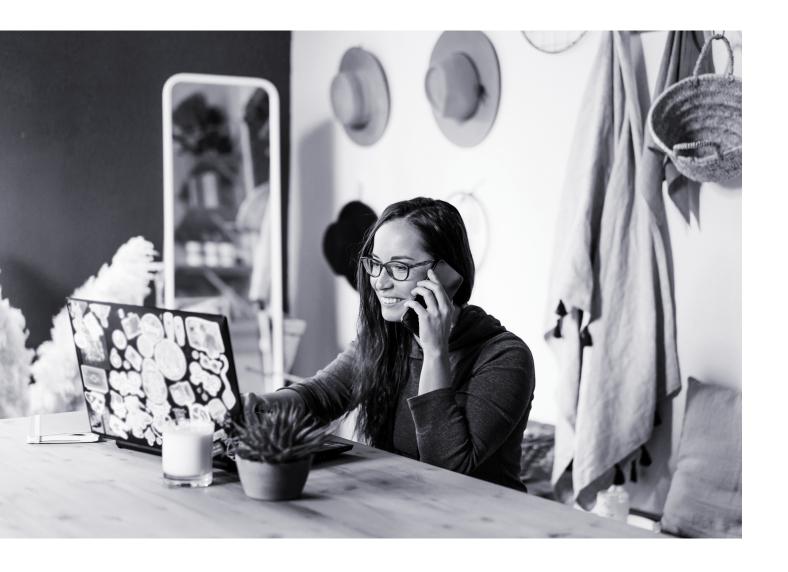
SKILL ADDRESSED:
Communication

LEVEL OF CHALLENGE:
Expert

TITLE OF ACTIVITY:
Active listening and online communication in work

INTRODUCTION TO THE SKILL

Active listening and empathy are critical skills for effective communication, especially in group settings. These skills help individuals understand others' perspectives and feelings, which leads to better collaboration, increased productivity, and improved relationships. To develop these skills, individuals can participate in group communication exercises that focus on active listening and empathy, such as role-playing, listening reflection, and empathy-building activities.

In addition, the development of a charter for effective online communication among team members is equally important in today's digital workplace. A communication charter sets clear guidelines and expectations for professional and appropriate online communication, helping to prevent misunderstandings and conflicts. To develop a charter, teams should work together to establish guidelines for communication practices, including language, tone, and response time. By following these guidelines, team members can improve their communication skills, foster a positive and respectful environment, and increase overall productivity and collaboration.

THE CHALLENGE

The primary focus of this challenge is to develop a deep understanding of active listening techniques and apply them to various real-life scenarios. To begin, you will watch an insightful video that showcases different situations where active listening plays a pivotal role. You will carefully evaluate each case before a panel of judges, offering their expert analysis and proposing effective solutions on how to become active listeners in each scenario.

You are then encouraged to read a thought-provoking article on active listening skills, filled with practical examples and tips.

Armed with this knowledge, you can practice active listening in their workplace settings, honing their abilities to listen actively, attentively, and empathetically.

Finally, you will be challenged to collaborate with their team members in developing a charter for effective online communication. This charter will serve as a guide for fostering productive interactions among team members. During the discussion, you can apply the active listening techniques you have learned, ensuring that every team member's perspective is genuinely heard and valued.

STRUCTURE

Begin by watching this video: https://www.youtube.com/watch?v=BW82k7lwl_U, and evaluating each person's active listening skills.

You can build upon this activity by reading this article: https://www.thebalancemoney.com/active-listening-skills-with-examples-2059684

Here are some tips to help improve active listening and empathy skills:
- Practice active listening: Pay close attention to what is being said, ask clarifying questions, and avoid interrupting the speaker. Reflect on what you have heard to ensure understanding.
- Develop empathy: Try to put yourself in others' shoes and understand their perspective. Ask open-ended questions to gain a better understanding of their feelings.
- Engage in group communication exercises: Participate in activities that promote active listening and empathy, such as role-playing, listening reflection, and empathy-building activities.

To develop a charter for effective online communication among team members, consider the following tips:
- Start with a team discussion: Encourage team members to discuss their communication preferences and challenges to identify areas that need improvement.
- Establish clear guidelines: Identify specific communication practices, such as language, tone, and response time, that team members should follow.

- Ensure accountability: Make sure that everyone is held accountable for following the charter and that violations are addressed promptly.
- Regularly review and update the charter: Review the charter regularly to ensure it remains relevant and adjust it as needed to reflect changing needs and dynamics within the team.

ADDITIONAL RESOURCES:
- Developing a Communications Charter: https://www.mindtools.com/aaw18f0/developing-a-communications-charter

DEMONSTRATION AND EVALUATION

Upon completion of learning, you should be able to demonstrate:

1. Theoretical knowledge of the role of empathy and active listening in effective communication.
2. Theoretical knowledge of appropriate online communication in work.
3. The ability to actively listen and demonstrate empathy in group communication exercises.
4. The ability to develop a charter for effective online communication among team members.
5. A willingness to support peers in maintaining appropriate online communication.

To test yourself try to answer these self-reflective questions:
- How have my active listening and empathy skills improved as a result of participating in group communication exercises?
- How have I applied the principles of appropriate online communication in my work?
- How have I contributed to the development and implementation of a charter for effective online communication among team members?
- In what ways have I demonstrated a willingness to support peers in maintaining online communication?

INTERFACE

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