The ability to listen actively increases communication and builds relationships and trust.

**Objective**: Practice your active listening skills through accurate paraphrasing, empathy and appropriate non-verbal cues

**Tips**

* There are four steps in active listening:

Listen

Empathize

Communicate

Respect

* Ask questions and ask permission to take notes
* Focus on the issue
* Find a first step

**Time**: 45 minutes Techniques

**Prerequisites**: Personal experience.

**Roles**

Group

Speaker

Listener

Observer

**Tasks**

The Speaker talks about a personal experience that he/she had at school or in his/her personal life.

Listeners will practice active listening using paraphrasing, empathy and non-verbal cues.

The Observer will take notes on the skills that the listener uses and will provide constructive feedback.

In every group all members will play every role.