



Introduction to Active Listening and Clarifying Questions (10 minutes)

Read the introduction and answer the following questions:

1. What is the importance of active listening in professional communication?

2. How can clarifying questions enhance clarity in communication?

Understanding Active Listening (20 minutes)

Discuss and answer the following questions in pairs:

1. What is active listening, and why is it crucial in professional relationships?

2. Describe a situation where active listening could have prevented a misunderstanding.

3. How can you demonstrate that you are actively listening to someone? (Check all that apply)

- ☐ Maintaining eye contact
- ☐ Nodding
- ☐ Paraphrasing
- ☐ Asking clarifying questions
- ☐ Other (please specify)



Formulating Clarifying Questions (25 minutes)

Work in groups to answer the following questions:

1. What are clarifying questions, and how do they contribute to effective communication?

2. Provide an example of an open-ended clarifying question.

3. How can you use probing questions to gather more information? Give an example.

Applying Active Listening and Clarifying Questions (30 minutes)

Role-play a scenario where you need to clarify a point in a meeting. What questions would you ask?

Describe a situation where you had to negotiate something. How did you use active listening and clarifying questions?

Overcoming Barriers to Effective Listening (25 minutes)

Discuss and answer the following questions in pairs:

1. What are some common barriers to effective listening, and how can you overcome them?

2. Describe a situation where a barrier to listening affected communication. How could it have been avoided?

3. How can technology impact active listening, and what strategies can you use to mitigate any negative effects?

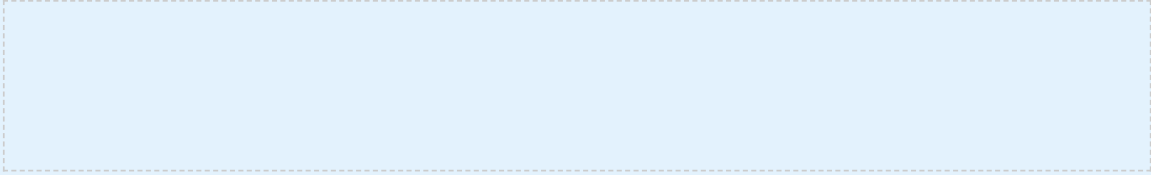
Reflective Practice (20 minutes)

Individual Reflection:

1. Reflect on a recent professional interaction where you felt you listened actively and asked effective clarifying questions. What did you do well, and what could you improve?

2. Think about a challenging communication scenario you faced. How could you have used active listening and clarifying questions to improve the outcome?

3. What strategies will you implement in your future professional interactions to enhance your active listening and clarifying question skills?



Conclusion and Additional Resources (15 minutes)

Read the conclusion and explore the additional resources:

Active listening and clarifying questions are powerful tools for enhancing clarity and effectiveness in professional communication. By practicing these skills and applying them in real-world scenarios, adult professional learners can significantly improve their relationships, productivity, and overall professional success.

For further learning and practice, consider the following resources:

- TED Talks on effective communication and listening
- Professional development courses on advanced communication strategies
- Books on communication and interpersonal skills