

Subject Area: Communication Skills
Unit Title: Practicing Active Listening and Clarifying Questions
Grade Level: Adult Professional Learners (C1 level)
Lesson Number: 1 of 1

Duration: 120 minutes
Date: [Insert Date]
Teacher: [Insert Teacher Name]
Room: [Insert Room Number]

Curriculum Standards Alignment

Content Standards:

- CEFR C1 level communication skills
- Active listening and clarifying questions

Skills Standards:

- Effective communication
- Collaboration and teamwork

Cross-Curricular Links:

- Business and professional communication
- Personal and social development

Essential Questions & Big Ideas

Essential Questions:

- What is the importance of active listening in professional communication?
- How can clarifying questions enhance clarity in communication?

Enduring Understandings:

- Effective communication is crucial for professional success
- Active listening and clarifying questions are essential skills for clear communication

Student Context Analysis

Class Profile:

- Total Students: 20
- ELL Students: 5
- IEP/504 Plans: 2
- Gifted: 3

Learning Styles Distribution:

- Visual: 40%
- Auditory: 30%
- Kinesthetic: 30%

Pre-Lesson Preparation

Room Setup:

- Arrange chairs in a circle for group discussion
- Prepare whiteboard and markers

Technology Needs:

- Computer with internet access
- Projector and screen

Materials Preparation:

- Handouts with guiding questions
- Whiteboard markers

Safety Considerations:

- Ensure a safe and respectful learning environment

Detailed Lesson Flow

Introduction and Icebreaker (10 minutes)

- Introduce the topic of active listening and clarifying questions
- Use an icebreaker activity to encourage participation

Active Listening Strategies (20 minutes)

- Presentation of key strategies for active listening
- Group discussion and practice

Engagement Strategies:

- Think-pair-share
- Group discussion

Formulating Clarifying Questions (20 minutes)

Page 0 of 7

- Presentation of different types of clarifying questions
- Group practice and feedback

Checking for Understanding:

- Formative assessment
- Peer feedback

Practice Session (30 minutes)

- Role-play activity to practice active listening and clarifying questions
- Facilitated discussion and feedback

Reflection and Conclusion (15 minutes)

- Reflection activity to summarize key takeaways
- Conclusion and final thoughts

Differentiation & Support Strategies

For Struggling Learners:

- Provide additional support and guidance
- Offer one-on-one feedback and coaching

For Advanced Learners:

- Provide additional challenges and extensions
- Encourage peer mentoring and leadership

ELL Support Strategies:

- Provide visual aids and graphic organizers
- Offer bilingual resources and support

Social-Emotional Learning Integration:

- Encourage self-awareness and self-regulation
- Foster a positive and respectful classroom environment

Assessment & Feedback Plan

Formative Assessment Strategies:

- Observation and feedback
- Peer assessment and review

Success Criteria:

- Demonstrate understanding of active listening and clarifying questions
- Apply skills in role-play scenarios

Feedback Methods:

- Verbal feedback
- Written feedback

Page 0 of 7

Homework & Extension Activities

Homework Assignment:

Reflect on a recent professional interaction where active listening and clarifying questions could have improved the outcome. Write a short reflection paper (2-3 pages) on what you learned and how you can apply these skills in future interactions.

Extension Activities:

- Role-Play Challenge: Organize a role-play competition where learners are given different professional scenarios and are challenged to demonstrate their active listening and clarifying question skills
- Communication Audit: Ask learners to conduct a communication audit in their workplace or a volunteer organization, noting instances of effective and ineffective communication and proposing

strategies for improvement

Parent/Guardian Connection:

Encourage learners to share their reflections and action plans with a parent or guardian and ask for feedback and support.

Teacher Reflection Space

Pre-Lesson Reflection:

- What challenges do I anticipate?
- Which students might need extra support?
- What backup plans should I have ready?

Post-Lesson Reflection:

- What went well?
- What would I change?
- Next steps for instruction?

Introduction

Effective communication is the backbone of any successful professional interaction. For adult learners at the C1 level, mastering the skills of active listening and clarifying questions is crucial for enhancing clarity and achieving professional success. This lesson plan is designed to provide a comprehensive and engaging approach to teaching these essential skills, minimizing teacher talking time and maximizing learner participation.

Lesson Objectives

By the end of this lesson, adult learners will be able to:

- Analyze the importance of active listening in professional communication
- Evaluate the effectiveness of different clarifying questions in various professional contexts
- Apply active listening skills and clarifying questions in role-play scenarios
- Create a personal action plan outlining how to implement active listening and clarifying questions in their professional lives

Lesson Plan

Section 1: Introduction and Icebreaker (10 minutes)

- Introduce the topic of active listening and clarifying questions
- Use an icebreaker activity to encourage participation and set the stage for an interactive lesson
- Ask learners to share a time when they felt they were not listened to and how it affected the outcome of the situation

Section 2: Active Listening Strategies (20 minutes)

- Present key strategies for active listening, such as maintaining eye contact, avoiding interruptions, and paraphrasing
- Use visual aids and provide examples of each strategy in action
- Divide the class into pairs and have them practice active listening using a case study or scenario related to their professional field

Section 3: Formulating Clarifying Questions (20 minutes)

- Introduce the art of formulating clarifying questions, emphasizing the importance of specificity and relevance
- Discuss different types of clarifying questions (e.g., open-ended, probing) and their appropriate use
- Have learners work in small groups to come up with examples of clarifying questions for different professional scenarios

Section 4: Practice Session (30 minutes)

- Organize a role-play activity where learners practice both active listening and asking clarifying questions
- Each learner should take turns playing the role of the speaker and the listener
- After each role-play, facilitate a brief discussion on what worked well and what could be improved, focusing on the application of active listening and clarifying questions

Section 5: Reflection and Conclusion (15 minutes)

- Conclude the lesson with a reflection activity where learners share what they learned and how they plan to apply these skills in their professional lives
- Summarize the key takeaways from the lesson and provide additional resources for further learning
- Encourage learners to share any challenging situations they anticipate and how they might apply active listening and clarifying questions to resolve them

References

- CEFR (2020). Common European Framework of Reference for Languages: Learning, Teaching, Assessment.
- Bloom, B. S. (1956). Taxonomy of Educational Objectives: The Classification of Educational Goals. Handbook I: Cognitive Domain.

