

Video Script  
Video: The Active Listening Scavenger Hunt Part 1

Scene	Full Transcript
1	<p>Maya: Hey everyone!</p> <p>Cast: Hi Maya.</p> <p>Maya: Where's Ms. Carman? Didn't she say to meet here at four o'clock?</p>
2	<p>Waiter: Are you the Improv Troupe?</p> <p>Cast: Yeah???</p> <p>Waiter: A lady stopped by this morning and asked me to give this to you. (gives note to troupe)</p>
3	<p>Hanna: What's it say?</p> <p>Maya: I think it is from Ms. Carmen...Hey Gang!</p> <p>VO Maya: You've been working hard on your improv skills and it's time for a little fun. Today you're going on an Active Listening Scavenger Hunt. Your mission is to take pictures of active listening among individuals and groups. You have everything you need in your notes about the Four Key Components of Active Listening. One of the best ways to learn about the components is to recognize and observe their use by others. Use your camera phones to document examples of active listening as you observe them. Be sure to share information and help each other along the way.</p>
4	<p>Hanna: That sounds pretty cool.</p> <p>(Everyone starts to pack to leave)</p> <p>Maya: Yeah it does!</p> <p>Ryan: Let's meet back here in an hour.</p> <p>Zach: A scavenger hunt on listening? Really?</p> <p>Leo: Yeah, Now I have HEARD of everything!</p>

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5	<p>Narrator: Hold that thought! Will the Scavenger Hunt lead to a lesson on listening or will the troupe come up empty handed.</p> <p>Join the Knowledge Seekers as they search for examples of Active Listening in this special two-part episode of Thinking Aloud.</p>
6	<p><i>We see film footage of the two teams going their separate way. There are a variety of shots of them walking down the street, into stores/mall taking photos etc. While this is going on, we hear some of the general active listening teaching points through voice over (VO) of the actors.</i></p> <p>VO Maya: Actually, this should be pretty easy.</p> <p>VO Zach: Yeah, my notes say that good listeners practice active listening, which stresses both the ability to listen and speak. It's an important skill that everyone needs to be able to do.</p> <p>VO Hanna: Right, you can't be a good speaker if you aren't a good listener, and furthermore, active listening plays a key role in the learning process.</p> <p>VO Leo: If we need to find examples of active listening, we should break it down into the four key components of listening.</p> <p>VO Maya: That makes sense. Focus on the speaker...Think about what the speaker is saying...Respond non-verbally...AND...Respond verbally.</p> <p>VO Ryan: You have to use all four to be an active listener and to complete the speaker/listener communication cycle.</p> <p>VO Zach: Don't forget, we need to find examples between individuals and among groups.</p>
7	<p>VO Maya: All right, let's look at the first two components.</p> <p>VO Hanna: Ok, Focus on the speaker and Think about what the speaker is saying.</p>
8	<p>VO Maya: Active listeners stay focused on the speaker...they establish and maintain eye contact...and make efforts to ignore and disregard distractive behaviors.</p>

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	<p>VO Leo: (Describing photos) These two people are maintaining good eye contact. See how they are focusing on each other?</p> <p>VO Zach: (Describing photos) It's the same in this one. What's interesting is that they moved away from the group in the back so they wouldn't be distracted while they talk.</p> <p>VO Zach: And I snapped one of this guy putting his phone away when his friend showed up to talk to him.</p>
9	<p>VO Maya: Those are great. Hanna, show them the examples we found for maintaining focus within a group.</p> <p>VO Hanna: This guy improved his ability to focus by moving closer to the front of group.</p> <p>VO Hanna: I watched this group for awhile. No one was distracting themselves or others by using cell phones or laptops...the speaker got their full attention. They all took turns talking...nobody interrupted. They all listened and resisted the temptation to talk to each other while others were talking.</p>
10	<p>VO Zach: I think we've covered Focus...how about Thinking?</p>
11	<p>VO Maya: Thinking listeners work to make sure that they both hear AND understand what the speaker is communicating. This is accomplished through Reflection and Paraphrasing....AND...by asking Clarifying Questions.</p> <p>VO Ryan: Take a look at this video. Reflection and paraphrasing is the active listening technique in which the listener considers what the speaker just said...and then repeats back what they believe was said in their own words. Watch this salesperson. He thinks about what the customer tells him and then repeats it back in his own words.</p> <p>(Video Example)</p> <p>Salesperson: Ok, so you're saying you need something that will allow you to wear it year round, you need to be able to wear it for business and also for business casual. Well, I think I have just what you should have.</p>

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	<p>VO Ryan: This demonstrates that he truly gets the idea of what has been said. It's a great example of reflection and paraphrasing.</p> <p>VO Leo: Ms. Carman said that reflecting and paraphrasing are important, whether you are talking one to one or are in a group.</p>
12	<p>VO Ryan: Thinking also involves asking clarifying questions to gain a deeper and more accurate understanding of what is being said. This person asked a lot of clarifying questions (Video Example)</p> <p>Music student: Ok, just to make sure I got this straight...is it base and then tone, or is it tone and then base?</p> <p>Music teacher: Tone...tone...base.</p>
13	<p>Maya: That's a really good example Ryan.</p> <p>Zach: We're halfway done!</p>
14	<p>Narrator: It sounds like the Knowledge Seekers are working their way to becoming active listeners. You can too by remembering to use the four key components.</p> <p>Proceed to part two of "The Active Listening Scavenger Hunt" to learn how good listeners use non-verbal and verbal responses.</p> <p>Keep listening and keep thinking aloud.</p>