

Video Script

Video: The Active Listening Scavenger Hunt Part 2

Scene	Full Transcript
1	<p>Narrator: In part one of “The Active Listening Scavenger Hunt,” Ms. Carmen’s Improv Troupe was in the middle of an activity designed to reinforce the four key components of active listening:</p> <p>Focus on the speaker, Think about what the speaker is saying, Respond non-verbally, and Respond verbally.</p> <p>Be sure to watch part one before proceeding with this video. Now, we rejoin the Knowledge Seekers as they share their findings on non-verbal and verbal responses.</p>
2	<p><i>During much of this video there are pictures and graphics displayed while we hear some of the general active listening teaching points through voice over (VO) of the actors.</i></p> <p>Zach: We’re making really good progress.</p> <p>Maya: Let’s go over our notes on non-verbal responses.</p>
3	<p>VO Ryan: Non-verbal responses, such as facial expression and body language, help the speaker and listener recognize that content, and its meaning, are being received. Check out the photos we snapped!</p> <p>VO Ryan: (Describing photos) In these the listeners’ non-verbals show agreement, excitement, and confusion. This person’s open and receptive posture conveys acceptance.</p>
4	<p>VO Hanna: But the speaker’s non-verbals are just as important. They help the listener determine how the speaker feels. (Describing photos) You can tell that this man is upset just by the way he is standing.</p> <p>VO Zach: Non-verbals are also very important in groups. (Describing photos) Look at this photo, can you tell which people agree with the speaker?</p>
5	<p>Maya: How about how verbal responses? They’re the fourth component of active listening.</p>

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6	<p>VO Ryan: My notes say that the communication cycle is not complete until the listener becomes a speaker. The listener needs to respond verbally to what the speaker is saying.</p> <p>Verbal responses can be used in many ways including sharing opinions or feelings, explaining an idea or thought, coming to an agreement, or to raise issues for further discussion.</p> <p>VO Hanna: Verbal responses within groups are similar to verbal responses in one-on-one situations. You need to take turns. The key is to wait to respond until the speaker has finished and then speak. You don't want to pounce on the other person before they have completed their thought.</p> <p>(Describing photos) These two women waited for each other to finish before speaking.</p> <p>VO Zach: This guy kept interrupting his girlfriend as she was speaking. I could tell she was getting angry. Interrupting wastes time, frustrates the speaker, and limits everyone's ability to understand the speaker's message. (Video Example)</p> <p>Girlfriend: Why I'm so upset is...</p> <p>Boyfriend: I'm explaining why...</p> <p>Girlfriend: Sean, I needed you to be here an hour ago! Why are you always late?</p> <p>Boyfriend: There was a bike...</p> <p>VO Leo: Finally, avoid having side conversations whenever you are in groups. Those only distract the other group members and prevent them from listening to who is speaking. They can also create tension and confusion in the group.</p>
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7	<p>Maya: I think we found everything!</p> <p>Zach: Yeah, actually, this scavenger hunt was kind of fun.</p> <p>Leo: Finding examples of listening...and not listening...really showed me why it is so important.</p> <p>Ryan: I texted Ms. Carman to tell her we were through with the hunt. She says she hopes we learned the important role active listening plays in how we solve problems, resolve conflict, and build relationships with others.</p>
8	<p>Narrator: The Knowledge Seekers seem to be getting the message loud and clear--good listening is "Active Listening." You can improve your own listening skills by focusing and thinking during your conversations, and responding verbally as well as non-verbally.</p> <p>Keep listening and keep Thinking Aloud!</p>