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Emotional Workshop: Understanding then being understood



Objective:

To develop learners' ability to listen actively, understand others' perspectives, and articulate their own ideas effectively, fostering mutual respect and productive communication.

Key Components:

- Active Listening: Understanding the importance of listening to comprehend, not just to respond.
- Empathy: Recognizing and valuing the emotions and viewpoints of others.
- Clarity in Expression: Learning to communicate thoughts and feelings effectively.
- Building Mutual Understanding: Bridging differences through meaningful dialogue.

Duration:

70 minutes



Workshop:

Understanding then being understood

Workshop Overview

Step 1: Introduction to the Lesson (10 minutes)

- Activity: Icebreaker: "One Thing I Heard"
 - Pair learners and have them share a quick story. Each partner repeats one key detail they heard.
 - Brief discussion on the challenges and importance of active listening.
- Objective: Highlight the value of listening in understanding others.

Step 2: Exploring Active Listening (20 minutes)

- Activity: Video and guided discussion
 - Play a video, such as "Active Listening Skills" by MindTools.
 - Discuss key takeaways and how active listening impacts communication.
 - Brainstorm barriers to effective listening and solutions.
- Objective: Identify and practice active listening techniques.

Step 3: Practicing Empathy (20 minutes)

- Activity: Empathy role-play exercise
 - Assign pairs a scenario where one person shares a problem and the other practices empathetic listening.
 - Rotate roles and debrief as a group.
- Objective: Develop empathy through active listening and acknowledgment of feelings.

Step 4: Communicating to Be Understood (20 minutes)

- Activity: "I Message" workshop
 - Teach learners to use "I" statements to express thoughts and feelings.
 - Practice scenarios where learners articulate their perspectives while ensuring clarity and respect.
 - Group feedback and discussion on strategies.
- Objective: Strengthen learners' ability to articulate their views effectively.

Workshop:

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■ Introduction to the Lesson



Welcome to today's workshop on Understanding Then Being Understood, where we'll **explore the foundation of meaningful and effective communication**. At the heart of every successful interaction lies the **ability to truly listen and empathize before articulating your own thoughts and feelings**. Through engaging activities and practical techniques, we'll **uncover how active listening, empathy, and clarity can transform the way we connect with others**. This session will not only enhance your communication skills but also empower you to build stronger, more respectful relationships in both personal and professional settings.

We will start this lesson by doing an active listening Ice-Breaker:

1. Divide learners into pairs for the storytelling activity.
2. Provide prompts like "Share a happy childhood memory."
3. Facilitate a group discussion about how attentiveness enhances understanding.



Workshop:

Understanding then being understood

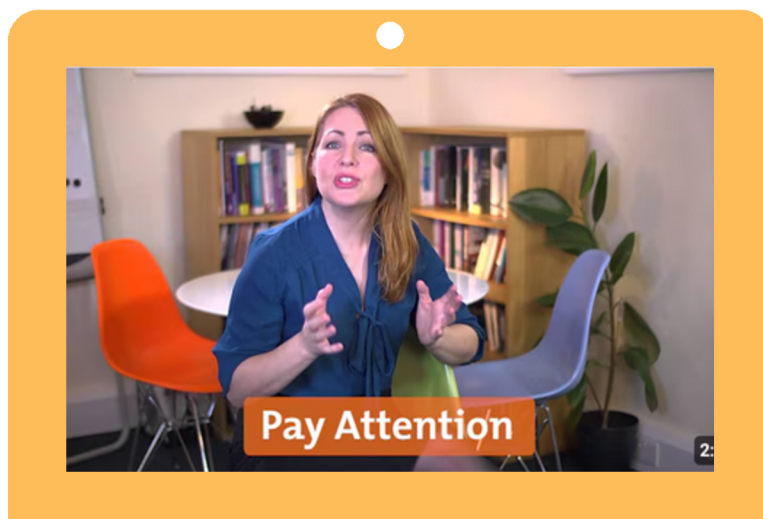
■ Exploring Active Listening



The following video will help identify **specific techniques to improve active listening.**

Discussion Prompts:

- What strategies did the video suggest?
- What are common distractions when listening?
- How can we overcome these distractions?



Video Resource: "Active Listening Skills" by MindTools

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Practicing Empathy



Role-Play Scenarios:

- A friend feeling overwhelmed by work.
- A teammate frustrated about a group project.
- Guidance: Emphasize non-verbal cues like nodding and maintaining eye contact.

Debrief Questions:

- How did it feel to be listened to empathetically?
- What made the listener's response effective?

Communicating to Be Understood

Effective communication **begins with the intention to convey your thoughts and feelings clearly while fostering mutual understanding.** It requires active listening, choosing precise words, and expressing ideas in a manner that resonates with your audience. Using tools like "I statements"—for example, "I feel ___ when ___ because ___"—can help articulate emotions without assigning blame, encouraging open dialogue rather than defensiveness. **Non-verbal cues, such as maintaining a calm tone and appropriate body language, further enhance clarity and trust.** Ultimately, communicating to be understood is **not just about expressing yourself but also about creating a shared space where perspectives can be exchanged with respect and empathy.**

- Facilitate practice in small groups, offering feedback on clarity and respect.



Workshop: Understanding then being understood

Instructions for Teachers

Objectives:

- Enhance learners' skills in listening and empathetic communication.
- Equip learners with tools to express their thoughts and feelings effectively.
- Foster an environment of mutual respect and understanding.

Duration:

- 70 minutes, divided into four stages: Introduction (10 minutes), Active Listening (20 minutes), Empathy Practice (20 minutes), and Communication Practice (20 minutes).

Materials Needed:

- Internet access for video.
- Printed or digital empathy and communication scenarios.



Workshop:

Understanding then being understood

Workshop step by step



1. Introduction (10 minutes):

- Organize learners into pairs and provide storytelling prompts.
- Facilitate a discussion on the value of attentive listening.

2. Exploring Active Listening (20 minutes):

- Play the prepared video and pause for key points.
- Encourage learners to reflect on their listening habits.
- Summarize techniques to overcome listening barriers.

3. Practicing Empathy (20 minutes):

- Distribute scenarios for role-play.
- Monitor interactions, offering constructive feedback.
- Lead a debrief discussion on the emotional impact of empathetic listening.

4. Communicating to Be Understood (20 minutes):

- Teach the "I Message" framework using examples.
- Guide learners as they practice expressing their perspectives in small groups.
- Provide real-time feedback and encourage peer learning.



Workshop:

Understanding then being understood

Tips for teachers:

- Encourage Openness: Remind learners that practice makes perfect.
- Model Behavior: Demonstrate active listening and empathetic responses during discussions.
- Celebrate Progress: Acknowledge small improvements to boost confidence.

Follow-Up Activity at Home:

1. Journal Prompt: Reflect on a time you felt misunderstood. How could active listening have improved the situation?
2. Practice Task: Apply "I Messages" in a real-life interaction and note the outcome.
3. Video Reflection: Watch an additional video on empathetic communication and share key insights in the next session.

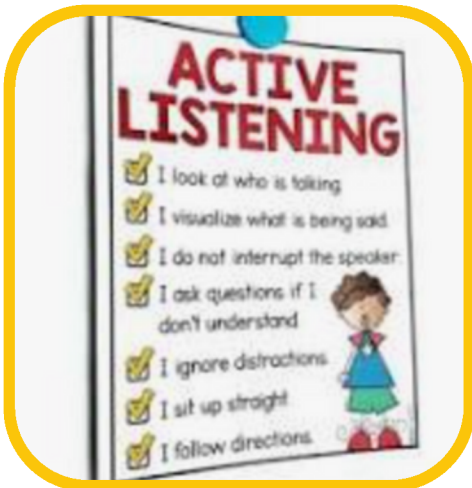
Assessment:

- Observe participation during role-play and discussions.
- Evaluate clarity and empathy in "I Message" practice.
- Use peer feedback to gauge understanding.

TOOLS



Active listening checklist



Active listening involves paying attention, withholding judgment, reflecting, clarifying, summarizing and sharing. And each listening skill requires several techniques or behaviours.

[LINK](#)

I Message Worksheets Templates

Communicate Effectively using the “I” Message Worksheet Templates.

Use these in classrooms or as homework to practice better communication.

[LINK](#)



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