



Learning Activity - Speaking Well

Read the following examples of an employee talking to different people. Who do you think they are talking to? Choose one of the following workers:

- Manager
- Team leader
- Co-worker
- Member of the public
- Trainee

1. "The play area is on the left, on the far side of the park. If you stay on this path, you'll see it."

2. "I reckon we did a great job today. The Super's going to be pleased."

3. "I've completed my training and I was wondering – are there any vacancies for a team leader's job at the moment?"

4. "I've finished potting; what should I do now?"

5. "This is a dibber. It's used for making small holes in the compost to plant seedlings in."

Like other skills, including reading, writing, and speaking, your listening skills can be improved with study and practice.

Listening is the MOST IMPORTANT communication skill used in any job environment.

We spend about four hours each workday in listening activities.

The way you listen at work may be different from the way you listen in school or in your personal life. Outside of work hours, people often listen to "get the gist" or the general idea of what is being said. At work, you must listen for more details. Having a "general idea" of a job task is not good enough.



Learning Activity – Communication Skills

1. Read the chart below to find the missing information and fill in the blanks in the following sentences.

- Listening is the skill we use the _____.
- Writing is the skill we use the _____.
- We are taught how to write the _____ and how to _____ the least.
- We use our reading skills about _____% of the time.

Skill	Listening	Speaking	Reading	Writing
Used	<i>Most</i> <i>(45%)</i>	<i>Next Most</i> <i>(30%)</i>	<i>Next Least</i> <i>(16%)</i>	<i>Least</i> <i>(9%)</i>
Taught	<i>Least</i>	<i>Next Least</i>	<i>Next Most</i>	<i>Most</i>

2. Do you feel the data in the chart reflects what you were taught in school? Why or why not?

3. How would you teach someone listening skills?
