



# Having Good Listening Skills Contributes to an Accurate COE


Tuesday, October 2, 2019  
2019 ID & R Forum



**Willamette**  
EDUCATION SERVICE DISTRICT  
Success, Achievement, Together... For All Students

## Objective

To learn the attributes of becoming an active listener when we communicate, to gather factual information from migrant families.



## Agenda

- Effective Communication and Mindfulness Exercise
- What is Active Listening?
- How Well Do You Listen?
- Ticket Out The Door



## Effective Communication and Mindfulness

1. Get into groups of four or five.
2. Identify an artist in your group.
3. Artist must face the wall at all times
  - a) Cannot turn around
  - b) Follow verbal instructions from the group
  - c) May ask clarifying questions
4. Group members will give instructions to the artist on what to draw.
  - a) Cannot use hand gestures.



## Reflection

1. What were some of the challenges as a **receiver** of information?
2. What were some of the challenges as the **sender** of the information?
3. As a recruiter, how can this exercise help you **improve** the accuracy of the COE?

**Think about:** How well do you convey, receive, and process information when interviewing families?



## What is Active Listening?



## Listening Self Check

1. I stop listening when I know the family does not qualify for MEP.
2. I make up my mind before I have all the facts and information.
3. I stop listening when the family does not show interest in the program.
4. I am impatient.
5. I try to change the subject to something that relates to my own experience.
6. I jump to conclusions.
7. I interrupt often or try to finish parent's sentences.
8. I often answer with advice, even when not requested.



## What is Active Listening?

- **Fully concentrating** on what is being said rather than just passively 'hearing' the message of the speaker.
- Active listening involves listening with **all senses**.
- Active listening is **a skill** that can be acquired and developed with practice.



## Active Listening

- Why is it important to listen?
  - to obtain information
  - to understand
  - for enjoyment
  - to learn
  
- What are some **barriers** that prevent us from actively listening when conducting interviews?
  
- How can we overcome those **barriers**?



## 10 Steps to Effective Listening

1. Face the speaker and maintain eye contact.
2. Be attentive, but relax.
3. Keep an open mind.
4. Listen to the words and try to picture what the speaker is saying.
5. Don't interrupt, don't impose your "solutions".
6. Wait for the speaker to pause to ask clarifying questions.
7. Ask questions only to ensure understanding.
8. Try to feel what the speaker is feeling.
9. Give the speaker regular feedback.
10. Pay attention to what isn't said and non-verbal cues.



# How Well Do You Listen?



## Ground Rules

- I will read the scenario twice
- Listen carefully
- Take good notes
- Write down the important facts
- Please do not ask questions



# Listening Test

You have **5** minutes to take the test



# How Well Do You Listen?

Review answers



**How Well Do You Listen?**

**Exercise  
Listening Test**

**Please work on this true/false test alone based on the facts you were able to gather from listening to the scenario the instructor just read. You have five minutes to complete the test. You may answer each statement by circling:**

**T for True**

**F for False**

**? for Not Sure or Unknown**

1. A man appeared after the superintendent had turned off the district office lights. <b>T      F      ?</b>	6. Someone opened the petty cash box. <b>T      F      ?</b>
2. The robber was a man. <b>T      F      ?</b>	7. After the man who demanded the money scooped up the contents of the cash box, he ran away. <b>T      F      ?</b>
3. A man did not demand money. <b>T      F      ?</b>	8. While the cash box contained money, the story does not say how much. <b>T      F      ?</b>
4. The man who opened the petty cash box was the superintendent. <b>T      F      ?</b>	9. The robber demanded money of the superintendent. <b>T      F      ?</b>
5. The superintendent scooped up the contents of the cash box and ran away. <b>T      F      ?</b>	10. The story concerns a series of events in which only three persons are referred to: the superintendent, a man who demanded money and a member of the police force. <b>T      F      ?</b>

**The Scenario**

**An administrator of Dallas School District 15 had just turned off the lights in the district office when a man appeared and demanded money. The superintendent opened the petty cash box. The contents of the petty cash box were scooped up and the man sped away. A member of the police force was notified promptly.**





## Ticket Out The Door

1. Which of the effective listening steps, will you put into practice? And why?
2. How do you feel about the listening test and your personal score?



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## Questions/Comments



## Thank you!

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