

Journal Prompts

Module 3: Communication



Reflection 1

Observe and make note of which levels of listening and types of questions you use most often. This will change depending on who you're talking to and how you're feeling.

The levels of listening covered in Holly's video were: minimal listening, casual listening and active listening.

The question types we looked at were: open and closed.

Example: I've observed that I tend to use casual listening most frequently. Most conversations I have reflected on this week have involved casual listening from all sides.

Reflection 2

Write down 5-10 examples of how you use the different levels of listening. Include a reflection on how well you use them.

Example: During a phone call with my sister this week I used active listening. I allowed space for her to steer the conversation and asked plenty of open questions. I could sense she appreciated the conversation, so I feel that I was a successful active listener here.

