

Name \_\_\_\_\_

Period \_\_\_\_\_

## 3.2 Work File

### Stop, Look & Listen

(Please use black ink when responding to questions)

#### Part I. Nonverbal Communication

In America we use hand gestures, along with our bodies, to communicate our feelings and certain messages. How many of you wave to others when you greet or leave them? We all hold our hand out when we want something to stop, put our fingers to our lips when we want someone to be quiet, clap when we like something, hold our hand to ear when we can't hear, etc. The list could go on and on.

Facial expressions may change the meaning of the hand gesture – rolling of the eyes, frowning, smiling, leering, etc. and again the list could go on and on.

**Do This:** (10 points per answer)

1. Identify what one hand gesture means in a different culture (You may ask people from other countries/and or conduct your own web search or library search for answers).

Hand gesture:

What country/culture are you referencing?

Meaning:

**Do This:** (10 points per answer)

2. Look at the pictures found on **Site 1**. Please describe the nonverbal cues for each one of the pictures.

a. Guy in black jacket

b. Two girls

c. Couple

d. High five

e. Girl with her head down

## **Part II. Active Listening Skills**

(10 points per answer, 10 points for following ALL the directions)

Directions: Listen to the statements below by selecting the listening link on part 3 of the activity page. After listening to the statements, please write a response for each statement demonstrating active listening on the part of you, the listener. Your answer should demonstrate the second half of a dialogue.

Remember a dialogue is a conversation between two people. One person sends a message (**the statement**); the person who receives the message then responds (your **written response**). Make sure to include **all of the points** each speaker makes and do not assume any facts not stated. (Note: Offering reasons, solutions or excuses for behavior is not part of the active listening response.)

In each of your written responses, use ALL CAPS to distinguish the words that restate the points made by the original speaker.

Look at the example below. Note each part of the sender's statement is also mentioned in the active listening statement.

- (Statement) I get furious with him when he says things that suggest that I don't take good care of the kids.
- (Active Listening Response) WHAT I THINK I HEAR YOU SAYING IS THAT YOU feel furious when he implies that you're not a good caregiver for your kids.

Out of the statements listed below, select a different phrase to use for each one of the dialogues you need to complete.

"What I think I hear you saying is..."

"In other words, you think that..."

"Correct me if I'm wrong, but aren't you saying..."

"Let me review what I've heard you say. Please correct me if I leave anything out."

"I hear you saying .... Is that right?"

### **First Scenario:**

Father to Son/Daughter: "I am sick and tired of you asking to borrow the car when you haven't completed your homework or your chores, you leave your room in a total wreck and you have been disrespectful to your family. You need to grow up and learn to show some respect."

Response:

### **Second Scenario:**

Friend to Friend: "I can't believe what I just heard. Tyrese asked me to go to Homecoming; however, Brian told me that Tyrese has been calling LaShaunda. I thought she was my friend and I thought Tyrese was faithful. I am so angry – what am I going to do?"

Response:

**Third Scenario**

Teacher to Student: "I am very concerned about your lack of progress in this course. You haven't been keeping up with your work and the work that you have been submitting is of poor quality. You are a senior and this is course is a graduation requirement. If you don't start turning in your work you are going to fail this course and possibly miss graduation."

Response:

[http://www.flvs.net/products\\_services/2005\\_showcase\\_flvs/health/lms/lessons/3\\_2\\_01.htm](http://www.flvs.net/products_services/2005_showcase_flvs/health/lms/lessons/3_2_01.htm)  
Florida Virtual School