Active Listening : Role plays

Situation 1: Team meeting on project update

Manager: "We are behind the schedule due to a delay in client's feedback. The submission of the project report will now be delayed by another one week."

Team member: "So the delay is mainly because we are waiting for the client response, right? Should we follow up with the client today?"

(Shows focus, understanding & engagement)

Situation 2: Colleague expressing displeasure

Colleague 1: "I've been working late every day for last one week and its exhausting."

Colleague 2: "That sounds really tough. Is there any way I can help you with the tasks? "

(Shows understanding of emotions & support)

Situation3: Implementation of new process to reduce client complaints

Strategy team: The new process will reduce the TAT by 1 day, increase team productivity by 50% and reduce client complaints by 20%

Service delivery team: "That sounds promising. Could you share some data analysis or client examples that support this claim?"

(Shows evaluation and logical thinking)

Situation 4: Attending a communication training session

Trainer:" Hearing does not equate listening. A good listener is an active listener."

Trainee: "Could you please clarify what are the qualities to be a good listener "

(Focus is on understanding and learning)

Situation 5: Listening to a motivational speech about professional growth

Speaker: "Hope you all can relate to my story. It sounds no less than a fiction, but it's all real "

One in Audience: "Your story is awe inspiring. This is really motivated me to stay strong and never lose hope to achieve success."

(*Shows enjoyment and appreciation for communication style)*

Situation 6: one on one discussion with your manager

Manager: "You need to improve your communication with clients to minimize the complaints "

Team member: "So would you like me to give you daily client complaint resolution MIS and more detailed update with follow up done?"

(Shows confirmation and understanding of intent)