

# Chapter 10 Interpersonal Relationships

## Discovery Project Worksheet

**Directions** Active listening is concentrating on what is being said so that you understand and remember the message. Active listening is essential in any relationship, including your relationships with friends, coworkers, customers, and clients. Read each scenario in which one person needs some help with his or her listening skills. In the blank, write the strategy that would be most useful.

Active Listening Strategies		
• Keep an open mind.	• Eliminate distractions.	• Listen with a purpose.
• Control negative emotions.	• Focus your attention.	• Make eye contact.
• Do not cut the speaker off.	• Show an interest.	• Avoid making judgments.

1. Julia’s mom wants to have a discussion about the use of the family car. Julia keeps checking her phone to see if she has any new text messages.

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2. Bryce is very excited about finally getting a job interview, but he is also nervous. He keeps looking at his hands or out the window while the interviewer is asking questions.

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3. Yuri and Simon are talking about a recent news story. Simon is so eager to share his opinion that he is not hearing what Yuri has to say.

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4. Jessica interrupted Mitchell several times as he trying to explain how to operate the cash register.

\_\_\_\_\_
5. Valeria and Stephen are discussing the assignment they are working on together. Valeria disagrees with Stephen about how to present their findings, and she’s feeling angry and annoyed.

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6. A new writer has just been hired at the ad agency where Gina has worked for over five years. The new writer is very vocal about his unconventional ideas and opinions, and Gina feels threatened by him.

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### Discovery Project Worksheet *continued*

7. Cameron is finding it difficult to stay focused on the lecture about art in the age of Napoleon, but he has to write a summary of the lecture for his note-taking job.

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8. Tanya and her dad are talking about her post-college travel plans. She is so certain that he will not approve that she tunes out much of what he is saying.

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9. Devon is telling his older brother, William, about his awesome new video game. William would rather be on the phone with one of his friends.

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