

I CAN I AM



Challenge 9: Understanding others

© SIQ 2020

Learner name:

School/Centre name:

Teacher/Tutor name:

COMPLETING CHALLENGE 9: UNDERSTANDING OTHERS

WHAT YOU NEED TO COMPLETE	ACTIVITIES/REFLECTION POINTS TO COMPLETE	HOW LONG THIS SHOULD TAKE YOU
Part 1 – I Can Learn	Active listen to this	10 minutes
	The interview – what you want to ask	10 minutes
Part 2 – I Can Build	My interview	30 minutes
Part 3 – I Can Thrive	Reflection on understanding others	15 minutes

BEFORE YOU START THE 'UNDERSTANDING OTHERS' CHALLENGE...

Reflecting on your Communication Skills



Before the Covid-19 crisis – How well did you feel you could listen to and understand others?

Score out of 10

During the Covid-19 crisis – How well are you able to listen to others and understand others during the Covid-19 crisis?

Score out of 10

POWERUP YOUR COMMUNICATION SKILLS



Get a broader perspective on the Covid-19 crisis

INTRODUCTION TO THE CHALLENGE

Setting the scene for 'Understanding others'

It is good to tell others about our own interests, successes, problems and challenges. Doing this gives us a sense that we are being listened to and that other people care and understand us.

What is just as important is to give other people the chance to do the same with us – we need to listen and understand to help others feel like they are cared about and understood.

This is even more important in the Covid-19 crisis. We tend to be meeting and speaking with fewer people than we would if we were able to go to school/college or spend time out in the community as we were used to before the crisis. So, we need to pay more attention to those we do spend time with, especially those we communicate with.

What you need to do to complete this challenge

To complete this challenge, you will need to interview someone about their experiences of the Covid-19 crisis and what concerns they have about the future. For this you will need to create an interview 'script', run the interview and create a short report on what you learned through the interview

Reflecting on your development and experience

Once you have completed your interview, you need to complete the **I CAN THRIVE: 'Reflecting on understanding others'**.

What is the outcome for you?

On completion you will have built on your communication skills and will be awarded the 'Understanding others' challenge digital badge.

PART 1: I CAN LEARN

The importance of understanding others

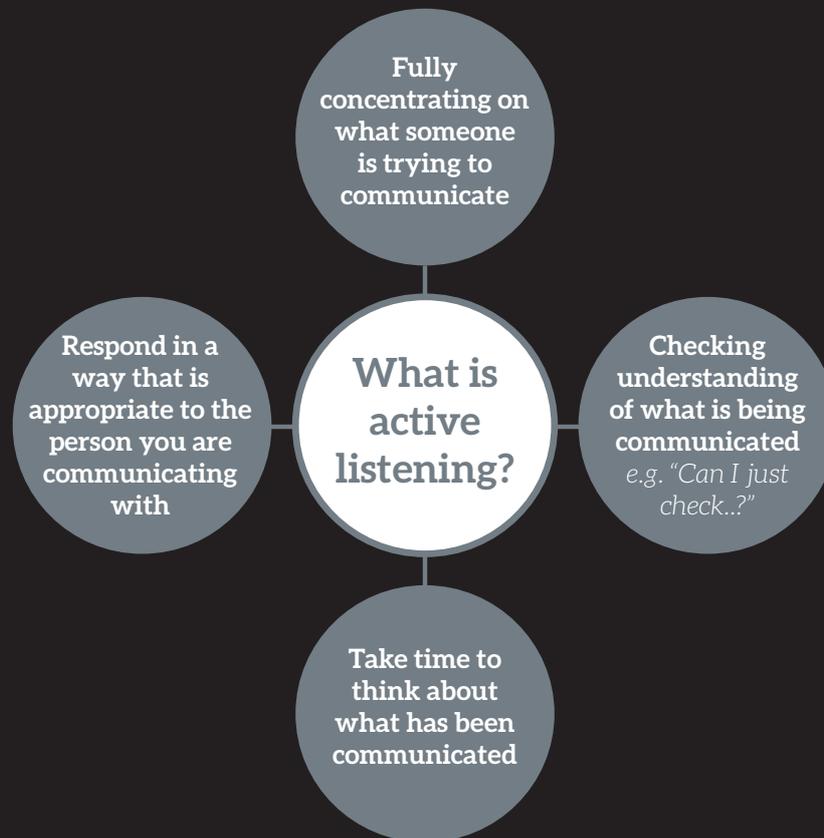
In a crisis, we all tend to concentrate on what our own needs are and then move on to the needs of others. This is perfectly natural. To help us concentrate (or even to refocus) we may speak, or communicate in some other way, with other people. We let them know our ideas, our concerns, our hopes and fears for the future.

The fact that other people are willing to listen to us and try to understand what we are facing is great. We need to be aware and ready to offer the same to those people and others that might want to speak to or communicate with us.

Being an active 'listener'

Other people often state that they are a 'good listener'. This involves a number of different skills including teamwork and communication and behaviours such as respect and being inclusive. By improving these skills and behaviours you may become a 'good listener'.

For this challenge we are going to look at one behaviour that is needed to be a 'good listener', and by practicing this behaviour you will be able to really understand what someone is trying to communicate to you. The behaviour that will be explored in this challenge is active listening. See the diagram below to understand what makes up active listening.



Note: active 'listening' is not just for verbal communication. The four main points here are true for all communication types, for example, email, instant messaging, social media posts, and so on.

Active listen to this

10
Mins

Choose a video clip of a person being interviewed – it can be any video you like but it needs to be about 1-2 minutes long. Just make sure it is a clip you have not seen before and that it is something that interests you. For example it may be a clip from a football show, a music show or an interview of a politician.

You are going to watch your clip twice. Complete the Reflection points below after each watch.

On the **first watch** – just play the clip through and watch it in a room with some background noise on (for example, be in a room with other people in, the TV on or have music playing).

On the **second watch** – play the same clip but play it in a quiet room with no distractions. Take the time to replay sections of the clip (this will help you check understanding), stop to think about what has been said, and so on.

REFLECTION POINT

Note down your thoughts about your ability to understand what was being communicated in the clip.

THE FIRST WATCH

Watching the video straight through with distractions in the background and no replays

How well did you understand what was being communicated in the clip?

What made it challenging to understand?

Did you wish you could replay sections?

Do you feel you needed to watch it again?

THE SECOND WATCH

Watching the video with no distractions and taking time to stop and replay parts of it

How well did you understand what was being communicated in the clip?

What extra information did you understand?

Did you feel the second watch without distractions helped your understanding?

Would you like to ask more questions? And what would they be?

How did the way you watched and listened to the clips change your understanding of what was being communicated?

The interview – What you want to ask

10
Mins

To build on your ability to understand others you will interview someone about their experiences and motivations during the Covid-19 crisis, focusing at the end on what positive thing they have achieved through the crisis. The goal for you is to listen to the other person so that you understand what they are trying to say.

We have given you a simple interview structure to follow which is split into four sections with space to add your own question to each section:

1. **The start** – getting to know a bit about the person
2. **The middle** – getting into the detail of their concerns about the Covid-19 crisis
3. **The end** – thinking about the next steps and concluding the interview
4. **The summary** – giving a summary of the interview and thinking about what you have learned through it (in Part 3 – I Can Thrive)

REFLECTION POINT

Have a look the interview questions on the next page in 'Part 2 – I Can Build'. Make a note in the diagram below of any additional questions you want to add to the interview for each of the sections. You might want to add these in as you carry out the interview.

THE START

THE MIDDLE

THE END

PART 2: I CAN BUILD

30
Mins

My interview

We have given you a rough structure of how to carry out the interview. You can use the questions as they are or you can add your own flavour to them. There are also some spaces left blank for you to add your own question(s) to each section as created in the previous activity.

The idea is that you ask the questions and use the space provided to take some notes about what was said. You do not need to write every word that they say but you need to make sure it is fairly accurate because you will be using this to summarise the interview and to say how this information can help you thrive in the future. Don't forget you can ask them to repeat their answers or re-word it if you do not understand - this will help your active listening.

1. THE START

Getting to know the person I interviewed

Note: You do not need to name the person you interviewed

What did you enjoy doing before the Covid-19 crisis hit?

What motivated you to complete an activity?

Add an additional question below

2. THE MIDDLE

How the Covid-19 crisis has effected the person

What did you think when the Covid-19 crisis first hit?

Have your thoughts regarding the crisis changed?

How has it affected the activities you took part in?

Do you feel as motivated as prior to the crisis? What things have you tried to stay motivated?

What has been the best thing you have achieved during the Covid-19 crisis?

Add an additional question below

3. THE END

Next steps and concluding the interview

What else would you like to try during the crisis?

How do you think this will help you?

If there is one thing that you have learned through the crisis, what is it?

Add an additional question below

PART 3: I CAN THRIVE

15
Mins

'Reflection on Understanding others'

In this challenge you have explored what it takes to be an active listener to someone else's point of view and experiences of the Covid-19 crisis. To complete your report on the interview, you need to think about and answer the following five reflection points:

MY SUMMARY OF THE INTERVIEW	
HOW THE INFORMATION MADE ME FEEL	
MY INTERVIEWING ABILITY	
HOW I WOULD IMPROVE NEXT TIME	
MY LEARNING	

POWERUP YOUR COMMUNICATION SKILLS



Listen and learn – show you can gain and summarise information

CONGRATULATIONS!

Now have you completed the 'Understanding others' challenge

Use the space below to sum up how you have improved your communication skills through this challenge. Please also score your communication skills after completing this challenge.

Challenge 9
**Understanding
Others**
Badge

Score out
of 10

Congratulations you have completed this challenge and achieved your 'Understanding Others Badge'

Tutor Comments (Optional)



Take on
Challenge
10 or any
of the other
challenges

ICAN
IAM

