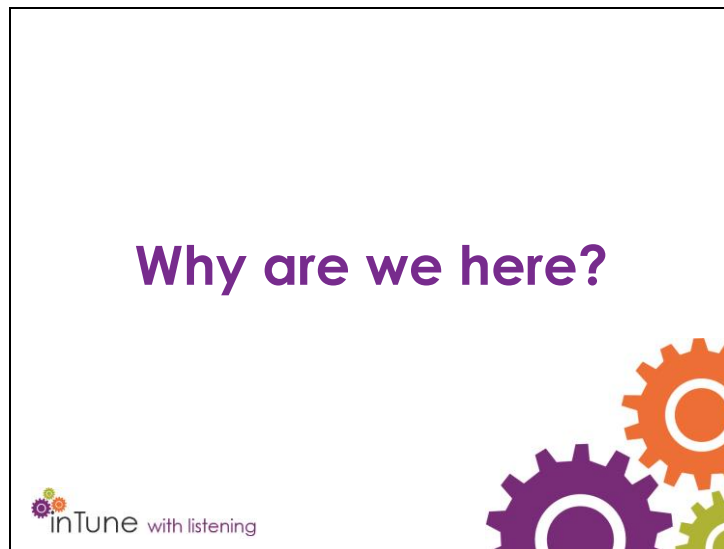




## **Listening**



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# Listening is key

- Connect
- Understand
- Help



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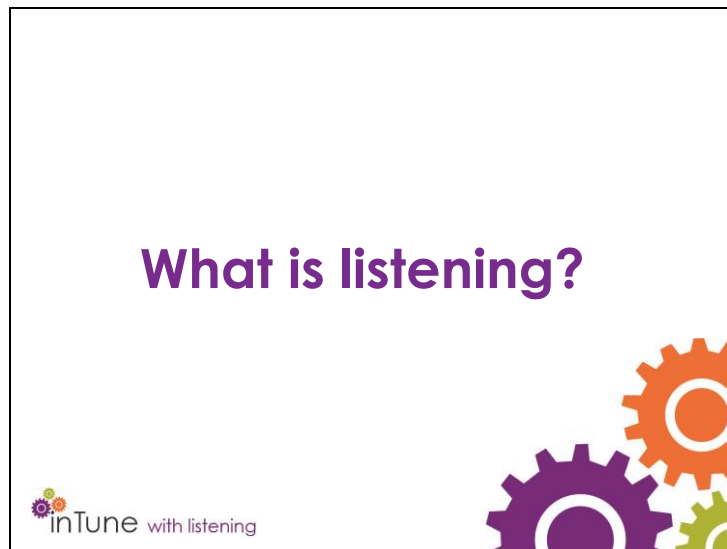
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## Listening Exercise

**Group A** – you will listen and not write anything down

**Group B** – you will listen and write numbers down, counting backwards from 100 i.e. 100, 99, 98

**Group C** – you can listen and take notes

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**Listening Exercise**

Listen to the following then answer the questions I will ask you



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## Listening Exercise

1. Who was calling?
2. When was the original stay booked for?
3. How many nights does she want to stay for now?
4. What dates will she be staying with her husband?
5. When did she make the booking?

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## What does that tell us about listening?



The diagram features several interlocking gears. A large purple gear on the left is labeled 'Focus'. An orange gear to its right is labeled 'Attention'. Below these, there are smaller gears in purple, orange, and green. The text 'inTune with listening' is located at the bottom left of the diagram area.

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## Active Listening Exercise



The diagram features several interlocking gears. A large purple gear on the left contains the word "Focus". To its right is a large orange gear containing the word "Attention". Below these are several smaller gears in purple, orange, and green, arranged in a cluster that suggests interconnectedness.

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## Action

- What action will you take from this session?
- How do you think this will help you, your customers and your organisation?



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The logo for 'inTune with listening' is located in the bottom left corner of the slide. It features the text 'inTune' in a lowercase, sans-serif font, followed by 'with listening' in a smaller, lowercase font. To the left of the text is a small graphic of three interlocking gears in purple, orange, and green. To the right of the text is a larger graphic of three interlocking gears in purple, orange, and green, arranged in a cluster.

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