



- **NAME OF THE TOOL**

- *Active deafness*

- **DESCRIPTION OF THE TOOL**

- This is a group activity that can be done both indoors and outdoors and for which an even number of participants is recommended.

- **OBJECTIVES OF THE TOOL**

- Discovering the effects of inattention to the other and the absence of active listening.
- To develop comprehensive active listening skills.
- To show the positive and negative impact of communication (or lack of communication) on interpersonal leadership.
- Identification of the so-called noise and communication barriers that hinder an effective communication process.

- **CONNECTION THE TOOL WITH THE SKILL**

- Please explain the connection of this tool with the skill and how this tool help to develop the skills

Active listening (or the lack of it) is a key element in communication, as this is an action that necessarily involves two elements (sender and receiver). Therefore, because of its interpersonal element and its ability to connect (or disconnect) people, it is a skill closely linked to emotional intelligence. Active listening, as a fundamental element of empathy and interpersonal connections, is a basic element in leadership, whether in a vertical or horizontal hierarchical structure, since communication between the different levels of the organisation is fundamental.



- **RESOURCES AND MATERIALS**

- None in particular. It can be done with the participants seated, although it is not necessary.

- **IMPLEMENTATION OF THE TOOL**

- Explain the steps to implement the tool.
 1. Divide the participants into two groups. Ask half of them to stay in the room (group A) and the other half to go outside (group B).
 2. The facilitator will meet with group B and ask them to think about something that is very meaningful and important to them in their lives (their family, their job, their pets, a hobby...) and to prepare arguments so that they can talk about it for at least two minutes.
 3. Now the facilitator will enter the room and explain to group A that the members of B will come in to talk to them about something very important to them, to which they should show absolute disinterest. They will have to ignore their interlocutor, not maintain eye contact, maintain a distant posture, interrupt, change the subject, take the conversation to their own territory.... In short, ignore your partner.
 4. We will move on to group B and ask them to stand in parallel rows in front of group A so that they form pairs. Ask B to start telling their story and allow no more than 2 minutes.
 5. After this time, the facilitator asks group B to move one place to the right, so that they now have a new speaker in front of them. They will be asked to retell their story to the new person in front of them.
 6. Beforehand, the facilitator will have instructed group A that in this second phase they will have to listen actively, with all five senses, showing a lively interest in what they are hearing. We will let both sides talk for about 2 minutes.
 7. After this time, we will ask for silence and ask the participants in group B how they have felt, both in the first part of the exercise and



in the second part. Ask them about their feelings, emotions and reactions.

8. We will do the same with group A, and their feedback will be especially important, as we will discover the impact of poor or no active listening on the person doing it. This is common in everyday life, but we are not aware that we are doing it. Now, by doing it consciously, we will be much more aware of the damage and even the pain we generate in the other person when we do not listen to what is important.
9. We will also be focusing on non-verbal language. It will not be strange that at the end of the exercise, after step 6, the pairs will have aligned their posture and find themselves close, without physical or bodily barriers, which speaks of the generation of an automatic rapport and a pacing that opens the way to leading.
10. We will finish with general conclusions and the impact of this tool in leadership.

- **WHAT YOU LEARN**

- Please explain what are they going to learn with the practice of the tool. What are the benefits to be gained from practising this skill?
- To increase the capacity to develop active listening as an element that generates leadership.
- Making others important and giving value to their opinions.
- Identification of communication barriers and their classification into: external / internal; interlocutor dependent / independent, etc.
- To become an empathetic leader.