



POWER OF ACTIVE LISTENING

Transcript: Tips for Active Listening

**TRANSCRIPT:
TIPS FOR ACTIVE
LISTENING
VIDEO**
Karen, Saba & Teacher



Teacher: Karen, you're here and you're early, a great attribute for an interviewer.

Karen: I learned from the best. I can't wait to show you how my interview turned out.

Teacher: Show me?

Karen: I have it right here on my tablet. I had my friend record it so you can give me feedback.

Teacher: Okay, let's see it.

(Karen starts the video on the tablet.)

Karen: First, tell me your name and one thing about yourself.

Saba: My name is Saba and I am Muslim. Islam is not just my religion but it is my way of life.

(Karen pauses the video.)

Teacher: Looks like you're off to a great start. I noticed you leaned in and smiled while Saba was talking. Those are examples of excellent nonverbal cues. They show the interview subject that you are interested in what she has to say without your speaking. So, let's continue.



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(Karen starts the video again.)

Karen: So, Saba, you said that Islam isn't just your religion but a way of life. Tell me more.

Saba: As a Muslim, everything you have to do has a specific reason, which includes the clothes I wear, like my hijab. But I will never forget how I felt last year when a boy in my class asked out loud, "Saba, do you have hair? Are you bald?" I turned around in my seat. I was hurt and embarrassed at the same time.

Karen: How did you respond to that?

(Karen pauses the video.)

Teacher: Why did you stop it? You're doing great. I couldn't be more pleased.

Karen: Thanks, but I have a question.
Teacher: Go ahead.

Karen: Is it okay for me to frown if the person says something that hurts or embarrasses them?

Teacher: You don't want to frown, but you do want to let them know that you are listening to what they're saying. That's why I applauded your leaning in and smiling. So...

(The teacher pushes the play button to resume the video.)

Saba: It seemed like everyone in the class was just waiting for my answer. He should've been able to see that I had hair anyway. I mean, he sits right behind me. Just looking at the back of my head, he could've see the hair bun on the back . . .

Karen: So what did you say?

(The teacher pauses the video.)



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Teacher: Never interrupt. No matter how anxious you are to hear what someone has to say, you never interrupt.

Karen: But you've seen them on television. Reporters cut people off all the time.

Teacher: Yes, I've seen that, but you're not here to get someone to confess to wrongdoing or moderate a political debate. You've asked a classmate to share a very personal story, and good interviewers know that the people they interview are important and conduct their interviews with respect and sensitivity and curiosity. So, even if the person doesn't answer the question you ask, let them finish their thoughts and don't interrupt them. So you may want to wait three to five seconds, counting quietly to yourself, before you ask the next question. You never know what interesting facts and details you might miss. And an important way to demonstrate your respect is never to interrupt.

Karen: Oh, I see.

Teacher: Okay, let's continue.

(The teacher pushes play to resume the video.)

Saba: I answered his question. I said, "Yes, of course I have hair. Don't you see it? And then, he kind of got interested in my religion.

(The teacher pauses the video.)

Teacher: Overall, Karen, you did a great job. You used body language to show Saba that you cared about her without your having to speak. You also had very good follow-up questions.

And you can only have good follow-up questions if you are listening to what a person is saying. Remember: don't rush them, don't interrupt them. Let them finish their thoughts. But most important, while she's talking listen, listen, and listen.