

Active Listening Practise Activities

Activity 1: Paraphrasing Under Pressure

Goal: Build confidence in paraphrasing with time constraints.

Materials: Sample call scripts with vague complaints (e.g., “My booking is not good”).

Method:

1. One agent plays a caller, reading a vague complaint with varied pronunciation or vocabulary.
2. The other agent has 10 seconds to paraphrase using a starter like “So you mean that...”
3. Trainer provides feedback on clarity and accuracy.
4. Swap roles and increase complexity with longer complaints.

Activity 2: Pause Patience Drill

Goal: Train agents to wait patiently during caller pauses.

Materials: Stopwatch or timer.

Method:

1. In pairs, one agent plays a caller who pauses for 3–5 seconds mid-sentence.
2. The listening agent must wait silently until the pause ends before responding.
3. Trainer times the pause to ensure compliance.
4. Discuss how waiting felt and its impact on understanding.

Activity 3: Clarifying Question Game

Goal: Practise asking open-ended questions to clarify vague issues.

Materials: Prompt cards with vague caller statements (e.g., “Something’s wrong with my order”).

Method:

1. One agent draws a card and reads the statement as a caller.
2. The other agent asks an open-ended question to clarify (e.g., “Can you tell me more about the issue?”).
3. The caller responds, and the agent paraphrases to confirm understanding.
4. Trainer scores responses for clarity and appropriateness.

Activity 4: Sarcasm Response Drill

Goal: Practise responding to sarcastic remarks empathetically.

Materials: List of sarcastic caller phrases (e.g., “This is so helpful”).

Method:

1. One agent reads a sarcastic phrase with an exaggerated tone.
2. The other agent identifies the sarcasm and responds empathetically (e.g., “It sounds like this hasn’t been easy for you”).
3. Trainer provides feedback on tone and empathy.
4. Swap roles and vary the phrases.