



service

team player

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**Week 1: Take part in an activity to demonstrate Active listening**

Active listening - you can show this by things like:

- Not interrupting the speaker
- Raising relevant questions which show you've considered what's being said
- Being able to summarise what was said
- Paying attention to the speaker - not letting your mind, expression or gaze wander

**Week 2: Take part in an activity to demonstrate question types**

The most obvious are closed questions and open questions. Closed questions are ones that would lead you to give a yes/no answer (like gameshows that do the yes/no game!)

Open questions are ones you cannot answer with yes or no, you have to give a lot more detail (these are used by good interviewers).

You could look at leading questions and rhetorical questions with Brigaders.

**Week 3: Take part in an activity to demonstrate giving feedback**

This creeps a bit into active listening. Again, you could summarise what the speaker said, fill in a questionnaire on what you thought of the speaker, what she said and how she said it, or similar.

**Week 4: Take part in an activity to demonstrate dealing with conflict**

Dealing with conflict

This is usually something for chairs of meetings - how do they handle heated debate amongst committee members. This can be set up using role plays.

**Week 5: Take part in an activity to demonstrate problem solving**

Problem solving

This one's a bit more obvious - it can be a physical problem, mental or written puzzle, or whatever, or could be a topic to discuss or debate.

## **Week 6: Take part in an activity to demonstrate decision making**

Decision making

Who decides? What do they think about in coming to a decision? What factors are relevant/irrelevant? What rules/customs might you have to follow? What do you do with the decision once you've made one? How do you know what decisions have been taken previously?

A lot of this could be covered by holding a debate within a group – formal or informal. You'd want a topic with no clear cut answer.

Example: *A blind man lives in a tenement.*

*Should he pay his flat's share of the bill for the communal lighting in the hall and stairs?*