



Exercise 1

Q1: Students decide which behavior belongs to a good listener and which belongs to a Not good listener by using the following words:

No interrupting - Pay attention to the speaker - Jump to conclusions - Concentrate on what is being said – don't respond emotionally - Ignore the speaker- Don't ask irrelevant questions - Ask questions if something is unclear - Use simple English - Make the enquirer feel comfortable - Interrupting - *Don't jump to conclusions*

| good listener | Not good listener |
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