**Active listening**

**Encourage** students to discuss what an active, engaged listener should do, including at least some of the headings in Activity 1. Discuss what words and phrases they use for these purposes in their own language(s). Ask how they think conversation would feel if the listener doesn’t behave in the usual way.

This worksheet will help you with:
- conversation in all situations
- GESE Grade 7 and 8 – interactive and conversation phases
- ISE II – conversation task

**Activity 1**

Write each heading in the box that shows how the phrases in the box are most often used in conversation.

**Headings**

- Expressing surprise
- Expressing sympathy
- Expressing disapproval
- Encouraging the speaker to continue
- Showing that you understand
- Expressing pleasure

Now put each of these phrases under the most suitable heading:

- Awesome!
- Never!
- What a shame!
- Honestly!
- Uhuh.
- So what did you do?

Note that the words and phrases that are used can depend on age, fashion, geographical location and other factors. Try to notice which phrases different English speakers use in conversation.

<table>
<thead>
<tr>
<th>Showing that you understand</th>
<th>Encouraging the speaker to continue</th>
<th>Expressing surprise</th>
<th>Expressing sympathy</th>
<th>Expressing pleasure</th>
<th>Expressing disapproval</th>
</tr>
</thead>
<tbody>
<tr>
<td>Right</td>
<td>Go on</td>
<td>Really? No! He didn’t!</td>
<td>Absolutely</td>
<td>Fantastic!</td>
<td>Well really!</td>
</tr>
<tr>
<td>Uuhuh</td>
<td>So what happened next?</td>
<td>Gosh! Did she really? Never!</td>
<td>Poor you!</td>
<td>Great!</td>
<td>Honestly!</td>
</tr>
<tr>
<td></td>
<td>So what did you do?</td>
<td>Wow! Well, well!</td>
<td>What a shame!</td>
<td>Awesome!</td>
<td></td>
</tr>
</tbody>
</table>
Star test-taker activity
Decide which three of the following a star test-taker is most likely to do in the conversation phase of a test.

Draw a star for ‘Yes’ or draw a line through the sentence for ‘No’.

* Say something quite often.
* Show that you’re interested
  __Show that you’ve heard enough of what the speaker has to say__.
* Show you understand how the speaker feels or felt.
  __Change to talking about yourself as quickly as possible__.