

UNESCO/APC MULTIMEDIA TRAINING KIT

Trainers' notes: Cooperative Problem Solving Listening

Developed by: Search for Common Ground

Introduction	Unit message: it is only by listening to understand that we create the possibility of being understood.
Timing/Duration	1 hour
Content outline and main topics covered	<ul style="list-style-type: none">o Guided discussion of our tendency to respond to criticism with flight/fight behavior, and thereby move the conversation toward arguing and away from problem solvingo Orientation to the <i>CPS and "Listening to Understand"</i> model, and to the process of "active listening"o Demonstrations and practices in "Listening to Understand"
Target audience	General
Prerequisite skills/Knowledge	None. Units 1-3 recommended.
Unit objectives/Expected outcomes	Upon completion of this unit, participants should be able to: <ul style="list-style-type: none">o Understand the role that listening plays in cooperative problem solvingo Understand the point in the CPS process where it is easy to shift from listening to debate and how to "actively listen" successfully
Pre-workshop activities	-
Notes on using exercises	See expanded outline below.
Resources included with unit	<ul style="list-style-type: none">o Trainers' noteso Overheadso Copyright statement
Additional trainer resources	Read Chapter 4 of the CPS Guide.
Equipment needed	<ul style="list-style-type: none">o Blackboard/whiteboard and chalk/dry erase markers or flipchart, markers and tapeo Arrange for breakout rooms, if possibleo "Definitions" poster (made from overhead included with this unit)o "Map" poster (made from included with this unit)

Comments	-
Expanded outline	<p>1. Introduction (10 minutes):</p> <ul style="list-style-type: none"> o [If the participants have completed Unit 2, “Introduction to CPS”]: You may recall that one of the lessons from the Ugli Orange exercise was the importance of two-way communication. o [If this unit is being conducted as a stand-alone workshop]: One of the most important components of Cooperative Problem Solving is two-way communications. <p>[Point out that “two-way communication” is one of the three “non-linear” items on the “Map” – CPS Guide p5.; overheads with this unit; and wall chart]. In this unit we will explore and practice two-way communication.</p> <p>2. Guided discussion (10 minutes): [Before leading this Unit, read Chapter 4 of the CPS Guide and make a list of the key points that you want to be sure are addressed during the guided discussion.]</p> <p>Lead a guided discussion, by asking questions such as:</p> <ul style="list-style-type: none"> o “What can we do if the other person reacts defensively when we raise an issue?” o What is the difference between dialogue and debate?” o What do we mean by “active listening”? <p>At the end of the discussion, refer the participants to Chapter 4 of the CPS Guide, “Listening.”</p> <p>3. Demonstration #1 (10 minutes): “Guidelines for Raising an Issue”</p> <p>Listening to understand: in front of the participants, the workshop leader works with a volunteer participant and the volunteer’s personal scenario or another scenario, and then “actively listens” to understand. The demonstration ends when the volunteer believes their point of view has been understood. No problem solving.</p> <p>Debrief with the whole group, beginning with the volunteer – what went well? What would they do differently next time?</p> <p>4. Demonstration #2 (10 minutes):</p> <p>Two volunteers do the same in front of the participants, with the workshop leader as coach.</p> <p>Debrief, beginning with the two volunteers – what went well? What would they do differently next time?</p>

	<p>5. Practice in Pairs (15 minutes):</p> <p>Participants pair up and practice.</p> <p>Debrief with the whole group – was it easy? Difficult? Lessons learned?</p> <p>6. Evaluation (5 minutes):</p> <p>If you are presenting this unit separately (not as part of the whole Cooperative Problem Solving workshop), please refer to Unit 13, “Workshop Evaluation,” for guidance on how to conduct an evaluation of an individual unit.</p> <p>7. Conclusion:</p> <ul style="list-style-type: none">o Review the major points covered in this unit.o If the entire module is being taught, introduce the next unit, “Discovering Interests.”
--	--