

Level: Second year baccalaureate
 Topic: **Citizenship**
 Lesson and standards: **Learner training/ connections**
 Estimated time: 50 minutes
 Materials: Student's books, visual aids, chalkboard
 Source: GATEWAY 2
 Setting Arrangement: Pair work, cooperative learning

Unit 7
Lesson 8

Global objectives: By the end of the lesson, students should be able to:

- Improve their listening abilities
- Use these strategies more effectively
- Telephone conversation skills

Tasks and Objectives	Steps / procedures	Timing	Observations
• Defining	Opening The lesson How to improve Listening skills		
Training strategies	Brush your listening ability: G. Be mentally ready to listen H. Be emotionally ready to listen I. Listen with purpose J. Listen with an open mind K. Be attentive L. Be active listener M. Accept the challenge N. Triumph over the environment	10 mn	
	Ten effective way to improve your listening skills: a. Face the speaker b. Maintain eye contact c. Minimize external distractions d. Respond appropriately e. Focus solely on what the speaker is saying f. Minimize internal distractions g. Keep an open mind. h. Avoid letting the speaker know how you handled a similar situation. i. Even if the speaker is launching a complaint against you, wait until they finish defending yourself. j. Engage yourself.	10 mn	
	Ten tips to improve listening skills on the telephone 1. Stay focused 2. Detect emotions 3. Ask questions 4. Don't interrupt 5. Don't pre-empt 6. Recap key facts 7. Pen and paper at the ready 8. Say it again 9. Watch the stereotypes 10. Be aware of the barriers to listening	10 mn	
Follow up	⇒ Students will come up with some short effective presentations		