

Listening

The receiving, retaining and processing of information or ideas



•	I know what it means to listen
• •	I know what interrupting is, and why to avoid it
• • •	I know some ways to avoid interrupting
STEP 0	I listen to others without interrupting



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STEP
0

I listen to others without interrupting

•

I know why recalling instructions matters

• •

I concentrate when listening to instructions

• • •

I store and recall simple instructions

STEP
1

I listen to others and can remember short instructions



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STEP 1

I listen to others and can remember short instructions

•	I know why it is important to understand what I have heard
••	I think about whether I understand what I have heard
•••	I ask questions of what I have not understood

STEP 2

I listen to others and can ask questions if I don't understand



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STEP
2

I listen to others and can ask questions if I don't understand

•	I listen effectively and stay focused
• •	I retain and process information I have heard
• • •	I recall and explain information to others

STEP
3

I listen to others and can tell someone else what it was about



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STEP
3

I listen to others and can tell someone else what it was about

•	I know the key reasons why people communicate
• •	I know why it is important to know why someone is communicating
• • •	I can identify why someone is communicating with me

STEP
4

I listen to others and can tell why they are communicating with me



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STEP
4

I listen to others and can tell why they are communicating with me

•	I can sustain concentration when listening over a longer period
••	I identify key words and information from extended talks
•••	I record information in a way that makes it accessible again in the future

STEP
5

I listen to others and record important information as I do



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STEP
5

I listen to others and record important information as I do

•	I actively listen for a sustained period
••	I maintain an appropriate level of eye contact with a speaker
•••	I show that I am listening through my body language

STEP
6

I show I am listening by how I use eye contact and body language



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STEP
6

I show I am listening by how I use eye contact and body language

•	I follow the thread of a discussion to make appropriate contributions
••	I understand the difference between closed and open questions
•••	I identify how I can expand my understanding of what is said

STEP
7

I show I am listening by using open questions to deepen my understanding



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STEP 7

I show I am listening by using open questions to deepen my understanding

•	I understand what it means to summarise information
• •	I understand what it means to rephrase information
• • •	I find appropriate points in conversation to summarise or rephrase

STEP 8

I show I am listening by summarising or rephrasing what I have heard



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STEP
8

I show I am listening by summarising or rephrasing what I have heard

•	I understand what tone means and can identify the key elements
• •	I explain how a speaker's tone can change
• • •	I understand how different tones can influence my understanding of what I hear

STEP
9

I am aware of how a speaker is influencing me through their tone



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STEP
9

I am aware of how a speaker is influencing me through their tone

•	I understand how language can influence emotions
••	I identify language features that create different emotional responses
•••	I identify how language tools can influence the listener

STEP
10

I am aware of how a speaker is influencing me through their language



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STEP 10

I am aware of how a speaker is influencing me through their language

•	I explain and can define what perspective means
••	I understand the value of different people's perspectives
•••	I use core points made in a discussion to identify different perspectives

STEP 11

I listen critically and compare different perspectives



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STEP 11

I listen critically and compare different perspectives

•	I am aware of the factors which can influence a person's perspective
••	I link information I have heard to a person's perspective
•••	I build knowledge of people and events to better understand different perspectives

STEP 12

I listen critically and think about where differences in perspectives come from



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STEP 12

I listen critically and think about where differences in perspectives come from

•	I explain what bias and prejudice are and where they come from
••	I identify how bias is seen through the language a speaker uses
•••	I link the information I have heard to a speaker's bias

STEP 13

I listen critically and identify potential bias in different perspectives



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STEP
13

I listen critically and identify potential bias in different perspectives

•	I evaluate different perspectives using the information I have heard
• •	I identify what information is needed for further evaluation of perspectives
• • •	I use questioning to evaluate perspectives

STEP
14

I listen critically and use questioning to evaluate different perspectives



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STEP 14

I listen critically and use questioning to evaluate different perspectives

•	I understand the importance of being aware of my own biases
• •	I identify evidence used in objective evaluation
• • •	I evaluate different perspectives using the information I can check to be true

STEP 15

I listen critically and look beyond the way speakers speak or act to objectively evaluate different perspectives

