Week 2 - Journal

Active Listening

Review “Habits of Poor Listeners” in Chapter 3 of the required Adams and Galanes text.

* Reflect on recent conversations that you have had with clients, friends, loved ones, or colleagues.
* Were you actively listening through the duration of each of these conversations? How or how not?
* What poor listening habits might you consider working on improving to help in delivery of human services working with clients, and/or working as part of a group in your human services agency?

Locate at least two credible Internet sources that educate individuals in the helping professions on how to improve active listening. You do not need to cite and reference outside additional sources; however, if you use thoughts, ideas, or quotes from the required text, then you must cite and reference your journal entry. Your reflective journal entry should consist of 350-500 words.

Resources

**Required Text**

Adams, K., & Galanes, G. (2017). [*Communicating in groups: Application and skills*](https://ashford.instructure.com/courses/47245/modules/items/2394804)*(10th ed.).*New York, NY: McGraw-Hill

* Chapter 3: Communication Principles for Group Members
* Chapter 4: Using Verbal and Nonverbal Messages in a Group

**Required References**

Cheon, J., & Grant, M. (2009). Active listening: Web-based assessment tool for communication and active listening skill development. *TechTrends, 53*(6), 24-32.

Korovyakovskaya, I., Yu, C., & Hyonsong, C. (2016). An investigation of the relationships between three types of conflict and perceived group performance in culturally diverse work groups. *Journal of Organizational Culture, Communications and Conflict* *20*(1), 30-46.

Martínez-Tur, V., Peñarroja, V., Serrano, M. A., Hidalgo, V., Moliner, C., Salvador, A., . . . Molina, A. (2014). Intergroup conflict and rational decision making. *PLoS One, 9*(12), e114013. http://dx.doi.org/10.1371/journal.pone.0114013

Surowiecki, J. (2016). The Power of the collective [Video file]. Retrieved from <https://www.youtube.com/watch?v=pTI6u_gbilY>

<https://youtu.be/eD96fc2ijeI>

<https://www.youtube.com/watch?v=wQwP4j0AqmU&feature=emb_rel_end>