The Active Listening Game: Conflict Management Activity

From https://symondsresearch.com/conflict-management/

Activity: 15 minutes.

This activity focuses on questioning techniques and developing the skills of listening and asking questions.

Getting Started

Ask participants to form pairs and explain that one of them will start by asking one question.

The other person will then either just answer the question or answer and follow up with another question, but which must build on the previous question. So, they cannot change the topic. The follow-up question must be connected to the previous question.

The challenge is to see how long they can continue the dialogue for using just one question as a foundation for the conversation.

Give them up to 4 minutes.

Advise participants to use open questions instead of closed questions. Closed questions are those that require just a yes or no answer.

For example, ‘Do you like coffee?’ the answer is usually either yes or no. Open questions start with ‘what’, ‘how’, ‘why’, ‘who’, ‘when’, ‘where’ and they usually require more than a yes or no answer.

For example, if you ask: ‘What drinks do you like?’ the person who answers can say a lot of things and elaborate.

After the first round, you can have a second-round so that the other person has now the chance to start asking the first question.

https://symondsresearch.com/
At the end of the two rounds, start a discussion. You can ask questions such as:

- How challenging did you find this activity?
- What did you learn from it?
- How could you use open questions during a conflict?
- How could this questioning technique help during a conflict?