Title: Poker Face

Exercise Code:

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| Modules: | Group size: | Duration: |
| 1. Social Learning  4. Professional Integrity | Large group | 45 min |

# Purpose:

* To improve listening

# Description:

The non-verbal language (nod, smile, have a grudge or turn up their noses, etc.) can influence what the other says. Police officers know it very well when interviewing witnesses. In fact, some experiments have shown that the non-verbal language of the agents may significantly affect the interpretation of the witness, distorting that way the reality itself.

The exercise is done in the following way:

* Participants will share in groups of 3 ( "A" , "B " and "C" );
* "A" tells "B " an episode for 5 minutes while "C" will just look at the communication;
* "B" listens to "A" without any movement or verbal response;
* "C" observes and takes note of any movement of "B" in the process of listening;
* at the end of the exercise "C " will tell any verbal or non-verbal thing he/she noticed in "B";
* "A" and " B" share their experience about the exercise just performed;
* "A", " B" and "C" change their roles so that everyone can play the three roles .

# Methods:

Experiential learning, skills training

# Advice for Trainer:

As for different education and habit background, listeners tend to unconsciously give small signs of listening with the nonverbal (nod, smile, expressions of surprise and so on). The trainer checks and "fixes" and any unsuspecting "offenders".

# Source/Literature:

Modified and adapted by LiberEta from: Winning Body Language: Control the Conversation, Command Attention, and Convey the Right Message without Saying a Word - Mark Bowden, 2010.