

<b>Title</b>	<b>Demonstrate knowledge of and apply listening techniques</b>		
<b>Level</b>	<b>1</b>	<b>Credits</b>	<b>2</b>

<b>Purpose</b>	People credited with this unit standard are able to demonstrate knowledge of and apply listening techniques.
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<b>Classification</b>	Communication Skills > Interpersonal Communications
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<b>Available grade</b>	Achieved
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### Guidance Information

- 1 A verifier's checklist is acceptable if accompanied by evidence that includes examples from the candidate's performance.
- 2 For participants from the deaf community, New Zealand Sign Language (NZSL) may be used between signing individuals and a signing group in order to demonstrate the requirements for this unit standard. A sign language interpreter must not be used in a group where all participants are using NZSL.

For mixed groups of hearing and deaf participants, an interpreter may be used to interpret spoken and signed language only when NZSL users are interacting with hearing participants.

- 3 All activities relevant to this standard must reflect ngā kaupapa o te Tiriti o Waitangi (the principles of the Treaty of Waitangi).
- 4 All activities must, as relevant to candidates and/or this standard, reflect the peoples of the Pacific and other cultures, and their world views.

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### Outcomes and performance criteria

#### Outcome 1

Demonstrate knowledge of listening techniques.

#### Performance criteria

- 1.1 Effective listening techniques are identified.

Range a minimum of three verbal and three non-verbal listening techniques.

- 1.2 Barriers that impact on listening are identified.  
Range social, cultural, emotional, physical, environmental.
- 1.3 Own strengths and weaknesses in listening performance are identified.
- 1.4 Ways in which own listening performance can be improved are identified.

**Outcome 2**

Apply listening techniques.

Range three different interactive situations each involving at least two people.

**Performance criteria**

- 2.1 The purpose of listening is identified for each situation.
- 2.2 Open questions are asked in each situation to clarify understanding.  
Range meaning, speaker's point of view.
- 2.3 Feedback in each situation is used to show interest and/or encourage the speaker to elaborate.  
Range verbal, non-verbal.
- 2.4 Main points of the communication are summarised for each situation.

<b>Planned review date</b>	31 December 2027
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**Status information and last date for assessment for superseded versions**

Process	Version	Date	Last Date for Assessment
Registration	1	18 May 1995	31 December 2014
Review	2	24 March 1998	31 December 2014
Revision	3	11 February 2004	31 December 2014
Review	4	17 April 2009	31 December 2016
Rollover and Revision	5	24 October 2014	31 December 2020
Review	6	16 February 2017	N/A
Review	7	24 March 2022	N/A

<b>Consent and Moderation Requirements (CMR) reference</b>	0113
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This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

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**Comments on this unit standard**

Please contact NZQA National Qualifications Services [nqs@nzqa.govt.nz](mailto:nqs@nzqa.govt.nz) if you wish to suggest changes to the content of this unit standard.