

Conflict Resolution for Teens Worksheet

Active Listening Practice



Name: _____

Active listening involves three things:

1. Hearing the words spoken
2. Understanding the meaning of words
3. Feeling the feelings behind the words

Read each scenario carefully and pay attention to the words spoken and the underlying emotions.

Scenario 1:

Person A: "I'm fine, really."

Person B: "You don't seem fine. You've been quiet all day."

Questions:

1. What does Person A say verbally?
2. What does Person B observe about Person A's behavior?
3. Based on Person B's response, what do you think they are trying to convey about their concern for Person A?

Scenario 2:

Person A: "I'm sorry I snapped at you earlier. I've just been feeling really overwhelmed lately."

Person B: "It's okay. I understand. Is there anything I can do to help?"

Questions:

1. What does Person A apologize for?
2. How does Person A explain their behavior?
3. How does Person B respond to Person A's apology, and what does it suggest about their understanding and empathy?

Scenario 3:

Person A: "I don't know what to do anymore. It feels like nothing I do is good enough."

Person B: "I hear you. It sounds like you're feeling discouraged."

1. What does Person A express about their feelings?
2. How does Person B respond to Person A's statement?
3. How does Person B validate Person A's emotions?

Scenario 4:

Person A: "I'm really excited about the opportunity, but I'm also nervous."

Person B: "It's normal to feel nervous when stepping out of your comfort zone. I believe in you."

1. What mixed emotions does Person A express?
2. How does Person B respond to Person A's feelings?
3. How does Person B provide support and encouragement to Person A?

Reflection:

Think about the scenarios and your responses to the questions.