

3691202

ENGLISH FOR CREATIVE BIZ

**ACTIVE LISTENING & FOLLOWING
INSTRUCTIONS**

Tongprasong, P.

dBizTECH: Suan Dusit University | 2025

OVERVIEW

Section 1: Why This Week Matters

Section 2: The 3 Principles of Active Listening

Section 3: Types of Commands & Instructions

Section 4: Strategies for Comprehension & Compliance

Section 5: Practice Makes Perfect

Call to Action:

Section I: Why This Week Matters

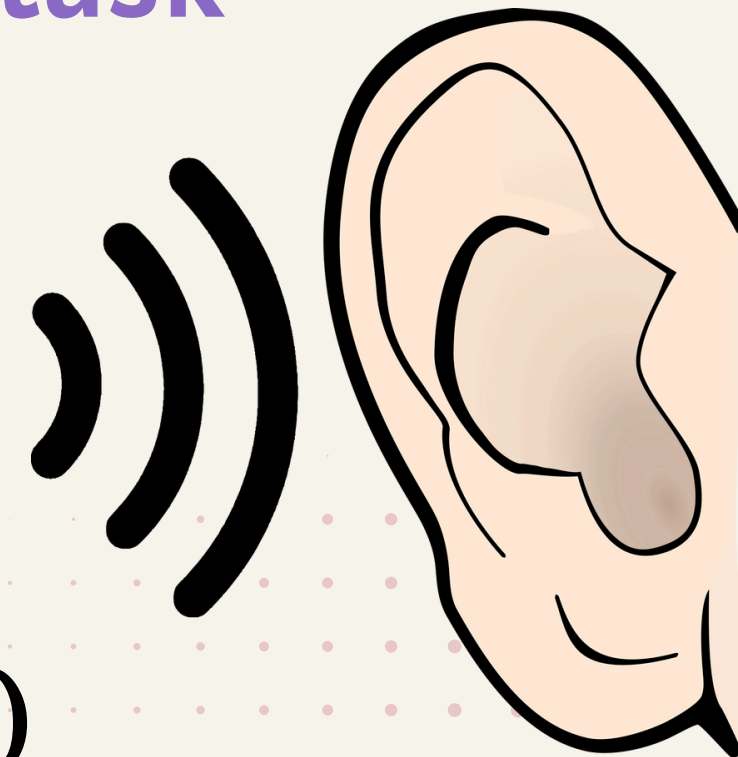
1

THE ART OF UNDERSTANDING AND ACTING ON INFORMATION

Key Message: Crucial for effective collaboration and task completion in any professional setting.

Learning Outcomes (CLOs) Addressed:

- * English communication proficiency (CLO1 & CLO4)
- * Comprehending and acting upon workplace directives (CLO2)
- * Effective participation in collaborative tasks (CLO3 & CLO5)

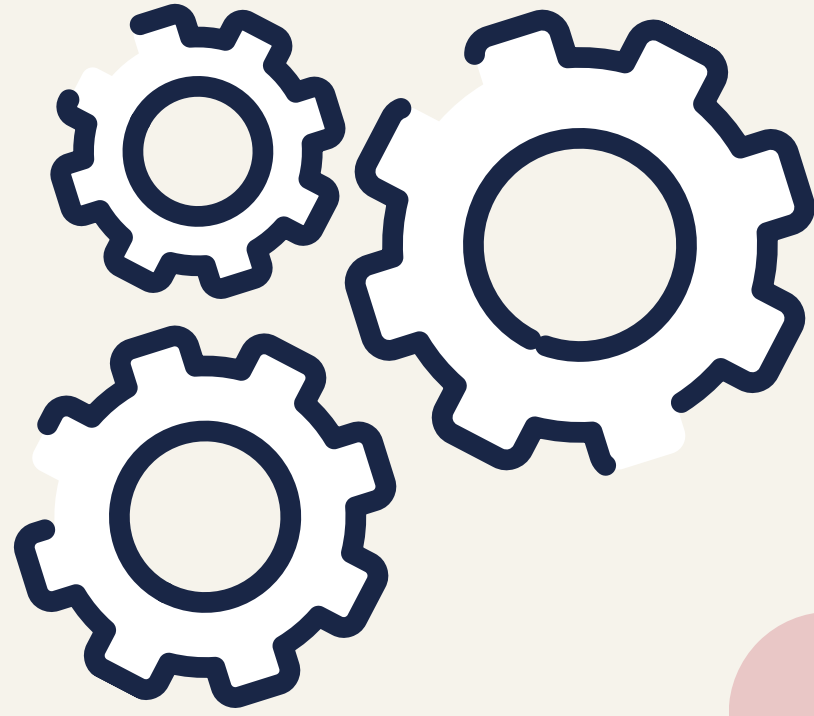


SECTION 2: THE 3 PRINCIPLES OF ACTIVE LISTENING

**Principle 1: Focusing
(Paying Attention)**

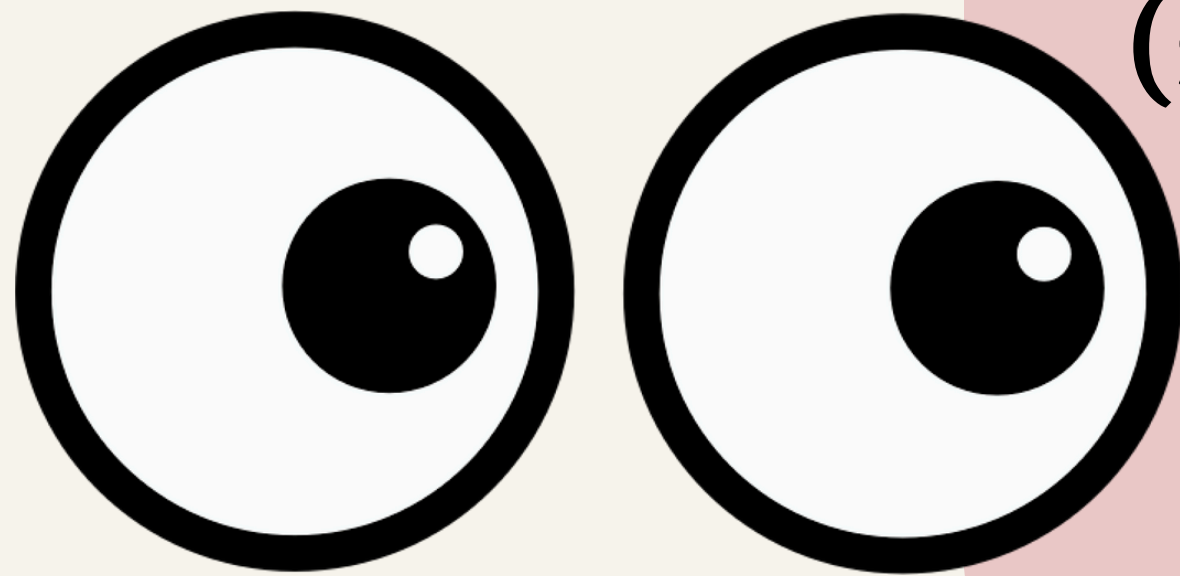
**Principle 2: Interpreting
(Understanding the Message)**

**Principle 3: Recalling
(Remembering the Information)**



Principle I: Focusing (Paying Attention)

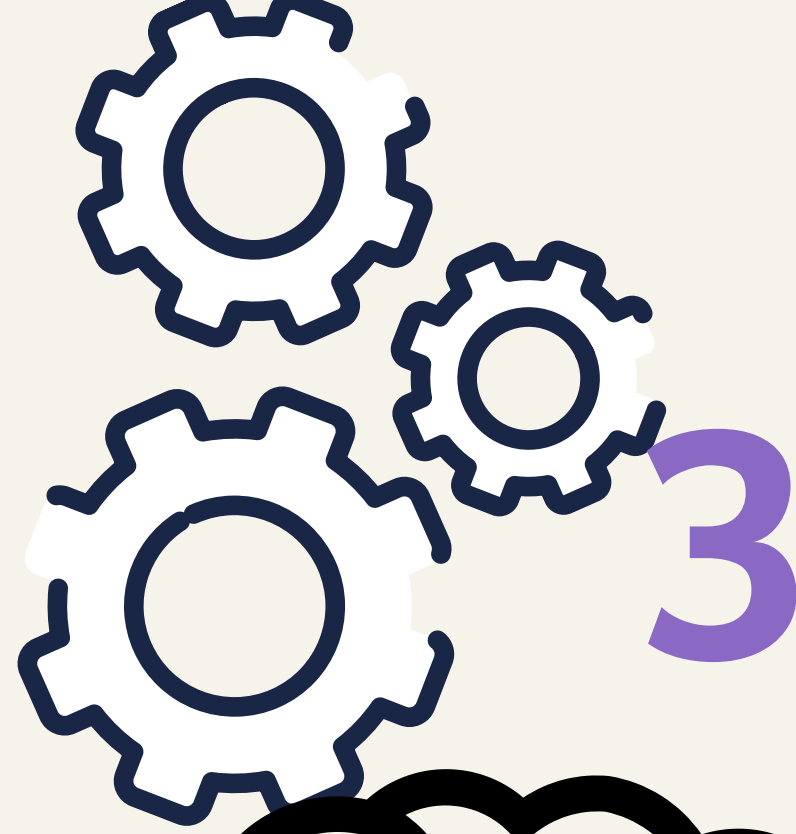
Points: Physical Presence (eye contact, open posture), Mental Focus (suppressing internal thoughts, managing distractions), Adjusting Environment, Recognizing Barriers.



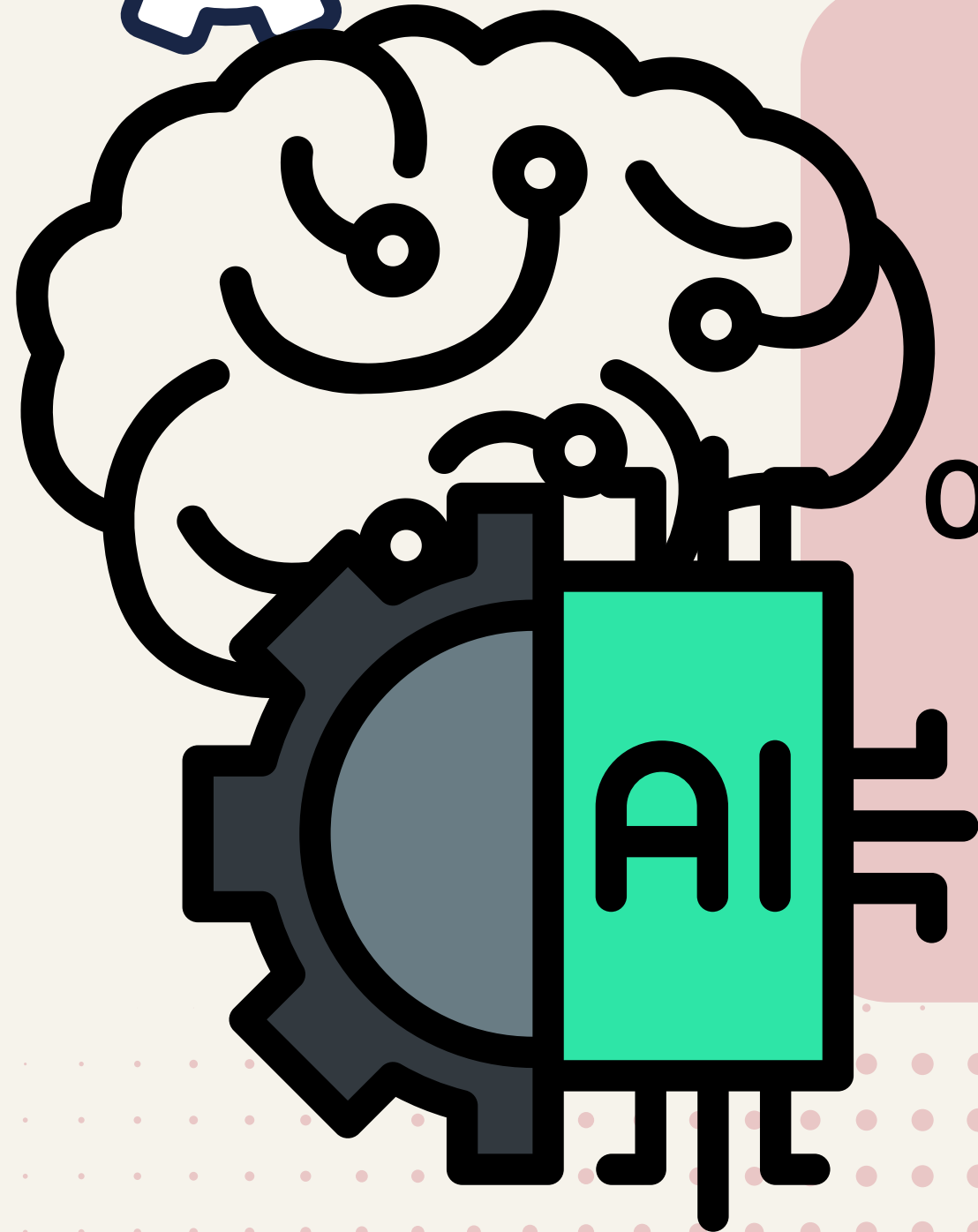


Principle 2: Interpreting (Understanding the Message)

“
**Vocabulary & Grammar, Main Ideas &
Supporting Details, Nonverbal Cues,
Speaker's Intent,
Paraphrasing/Summarizing (Mentally)**
”



Principle 3: Recalling (Remembering the Information)



**Strategic Note-Taking, Mental
Organization, Asking Clarifying Questions,
Reviewing.**

SECTION 3:

7

TYPES OF COMMANDS & INSTRUCTIONS

1

DIRECT COMMANDS

"SUBMIT THE REPORT BY FRIDAY."

2

INDIRECT COMMANDS (REQUESTS)

"Could you please send me the agenda?"

3

Multi-Step Instructions

"First, open the application. Then, click 'File,' select 'Export,' and choose the PDF format."

4

Process-Oriented Instructions

"To onboard a new client, you need to complete the following steps...."

5

Urgent vs. Non-Urgent

"Immediately back up the server!" vs. "Please review this proposal sometime next week."

6

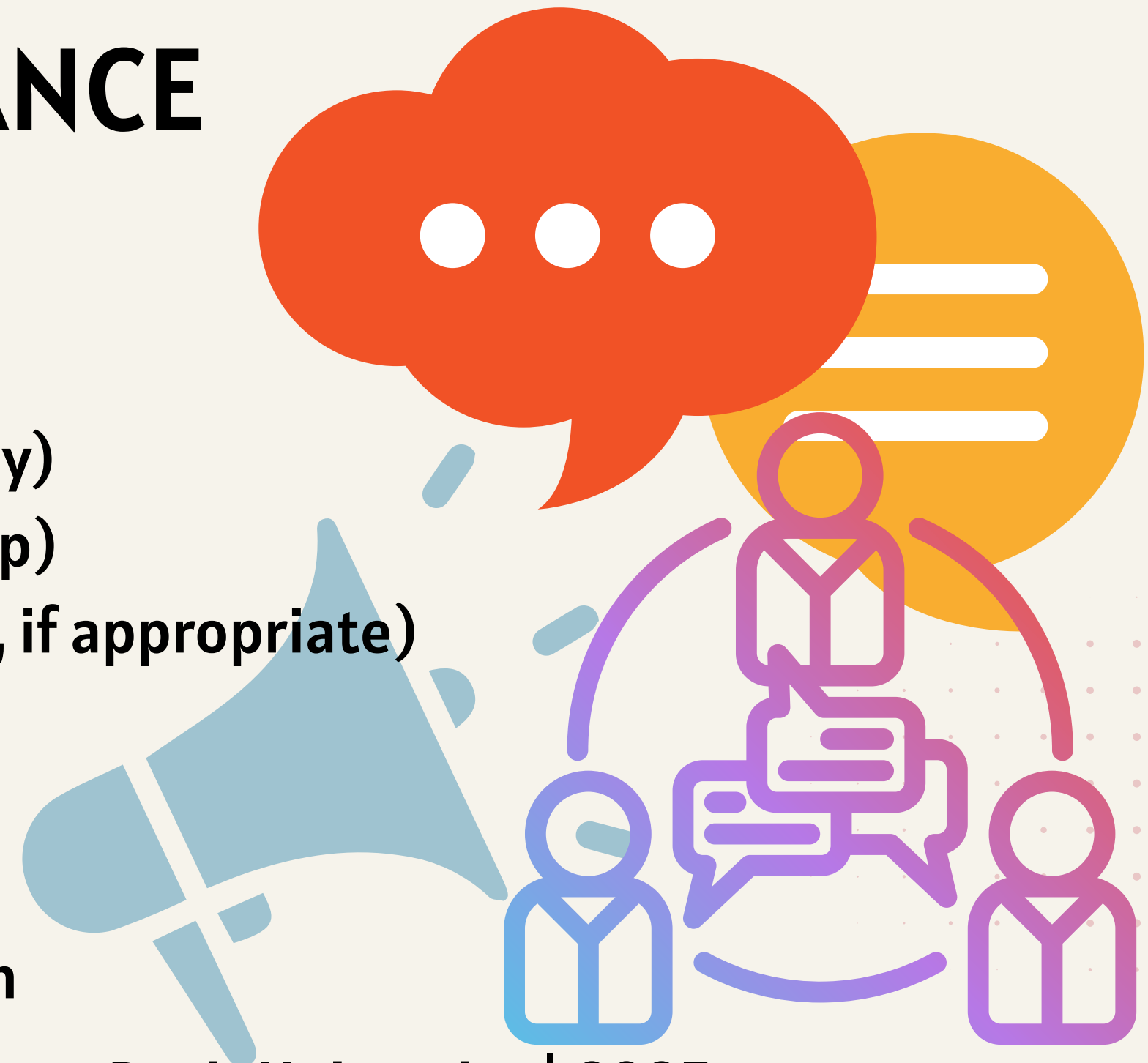
Verbal vs. Written Instructions

a descriptive text like "Relies on auditory vs. reading comprehension"

SECTION 4: STRATEGIES FOR COMPREHENSION & COMPLIANCE

Key Strategies:

- Focus Your Attention Fully
- Identify Key Information
- Ask Clarifying Questions (Proactively)
- Take Notes (Especially for Multi-Step)
- Paraphrase & Summarize (Out Loud, if appropriate)
- Pay Attention to Nonverbal Cues
- Follow Instructions Sequentially
- Double-Check
- Seek Confirmation After Completion



SECTION 5: PRACTICE MAKES PERFECT

Activities:

- Oral Instructions
- Visual-Verbal Instructions
- Simulated Workplace Scenarios (Role-playing)
- "Simon Says" Variations
- Error Detection Exercises



DISCUSSION

● Strength

● Weakness



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THANK YOU

MUSTER: Tongprasong, P.