What did you have for breakfast?

Person 1: Oh, I’m so hungry!

Person 2. Why? Its only 9.30! Did you not have breakfast?

1. I did! It was just disappointing!

2. I’m sorry to hear it was disappointing! What did you have?

1. Well I wanted to have crunch nut cornflakes, but my brother finished the box and didn’t tell anyone.

2. That sounds really frustrating. So, what did you have?

1. A piece of toast, we also had no butter, so it was dry!

2. Without butter too, that is rubbish! Don’t be jealous but I had CCC, but they are not actually my favourite….

1. [PAUSE] Really!? Then what is your favourite breakfast?

2. My favourite breakfast, was when I was on holiday this summer. I had blueberry pancakes, with syrup and ice cream. They were warm and spongey and melted in my mouth. It felt like I was having desert for breakfast.

1. [PAUSE] Wow, I can see why pancakes are your favourite breakfast. Not so sure about ice cream in the morning, but it sounds like a fun experience.

Video Questions?

1. Highlights in yellow examples of repeating back to show active listening
2. Give an example from the video of taking time to respond instead of jumping in with a response and asking for more information

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1. Highlights in green examples of listening and showing understanding of feelings?