

Group listening is different from group discussion

Group discussion

Multiple agendas of
influence – win and lose

Role playing:

- formal
- informal

All parties express ideas
and emotions

(eg defensiveness)

Group listening

Single agenda of learning

Explicit roles:

- moderator
(impartial facilitator)
- respondents
(data sources)
- observers
(note taking)

Only respondents express
ideas and emotions.

Other roles support and
encourage representative
participation