



## Listening to instructions

Listening and understanding what people are saying are useful skills. It's easier if you can see the person who is talking to you. People often use **gestures** to back up what they're saying and make it easier to understand. Pointing can help, so can smiles, frowns, arms and hands. As you listen, you can also help by smiling, looking at the speaker and showing interest.

Try to **remember the most important words** you hear. It can help to write these words down to help jog your memory.

It's helpful to **repeat** what you've heard to the speaker. You can do this to check that you've understood correctly. It also helps you remember. This works very well if you find it difficult to remember people's names.

Ask questions to check you **understand** what you've been told.

The most difficult listening task is with pre-recorded messages on the phone. You can't ask questions and sometimes, for example when you're shopping or booking tickets, you might be given several options with a number to press for each one. Try not to let the other options distract you. Just **listen for the option you want** and remember the number you need.