

Curation Creation

Evidence of Completion – Jessica Joy

Jessica Joy: Active Listening for Business Analysts

"Art of Listening Guide"

This resource is teacher-facing, and provides an interesting perspective on improving listening skills by summarizing the "Seven Laws of Better Listening" as well as providing several interactive activities and exercises suited to the classroom. This is an excellent alternative to simply providing students with traditional text-based resources by delivering the content through live role playing exercises.

Active/Reflective Listening Skills
Students will identify types of communic...

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Self-assessment Quiz "How Well Do You Listen?"

This resource provides students an opportunity to reflect on the effectiveness of their listening skills by understanding the elements within the scope of active listening and considering how they might improve those elements. This activity can also be connected to the concept of conducting effective interviews as a business analyst.

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Textbook "Interpersonal Communication", Chapter 5 - Listening

This particular chapter in the textbook focuses on the mechanics of listening; how, why and the barriers to listening. It also provides information on ways to improve listening skills. The information is generalized (not discipline-specific), and can thus be easily integrated into many courses, including business analysis. Relating this resource to conducting effective interviews will help students better understand user's needs and gather requirements information.

Textbook "Interpersonal Communication", Chapter 5 - Listening