

Step	Module num	Module title	Module content	ints for star	nts maximum	Menu
0		Introduction to Pathways Awarua	In this module you will learn how to use Pathways Awarua.	6	6	
2	L2000	Why listening?	In this module you will learn to define listening, recognise the difference between listening and hearing and identify some of the reasons for listening.	38	38	
2	L2010	Body language and listening	In this module you will learn to define body language and identify different types of body language, identify body language that is helpful for listening and identify body language that is not helpful for listening.	64	64	
2	L2020	Taking a message	In this module you will learn to identify and use common phrases used when taking a telephone message, be prepared to take a telephone message, ask for information needed for a telephone message and check you have understood the speaker's message correctly.	31	31	
2	L2030	Barriers to listening	In this module you will learn to identify barriers to listening and use strategies to overcome barriers to listening.	60	60	
2	L2040	Listening to instructions	In this module you will learn to identify signal words in instructions and use strategies to remember instructions.	36	36	
3	L3010	Listening skills: clarifying and summarising	In this module you will learn to clarify information while listening and summarise or paraphrase information for listening.	28	28	
3	L3020	Listening to solve problems in a	In this module you will learn to identify the steps in problem solving and use brainstorming to solve problems.	28	28	
4	L4010	Listening for learning	In this module you will learn strategies you can use before, during, and after listening to help you remember more information and strategies for listening that suit your style of learning.	43	51	
4	L4020	Listening with empathy	In this module you will learn to define empathy, identify situations where you should listen with empathy and use reflective listening to show empathy.	31	31	
4	L4030	Listening to complaints	In this module you will learn to listen to complaints and respond to complaints.	30	30	
4	L4040	Customer Service	In this module you will learn customer service skills for answering telephone calls, and greeting customers and visitors.	41	41	
				<b>436</b>	<b>444</b>	