



## SORRY I CAN'T “HAIR” YOU!

### Listen to your customers.

After Elena receives a bad haircut, the Secret Millionaires Club discovers how important it is for businesses to listen to their customers. They learn that a business needs to find out what its customers want and then provide it for them. If a business takes care of its customers, they'll take care of the business!

#### Help kids develop good listening skills.

**Ask kids:** Why is it important to have good listening skills to do well in school? What are some ways you can demonstrate good listening skills? Why is it important to ask questions if you don't understand something?

#### **Model good listening and communication skills.**

Having strong listening skills helps kids build good language and communication skills. When you talk to kids in the club, face them and make eye contact—and get in the habit of having kids repeat back what they heard you say. Help them learn to pay attention to the different ways people communicate through facial expressions and body language.

#### **Activities:**

1. Play a fun listening game. You may wish to do this in your regular meeting room or outside. Have kids close their eyes for two minutes and then make a list of all the sounds they heard. Encourage them to be specific and descriptive, such as *computer humming* or *wind whistling*. Have the kids compare their lists for similarities and differences. Afterwards, have kids write a descriptive story, incorporating the sounds they heard into their pieces.
2. Role-play with kids to practice listening skills. Imagine that the kids operate a pet-sitting business. You're leaving your dog and cat in their care while you go on vacation. Talk for a few minutes about your requests, such as the number of times you want your dog walked each day or what your cat likes to play with. When you're finished, have kids raise their hands to relay some of the “customer's wants” back to you. Kids may also role-play and practice in pairs.

**Tip:** Being a good listener leads to success in school, in business, and in life. But having good listening skills takes practice. Remind kids to make eye contact with the speaker, give their full attention, listen without interrupting, and ask questions if they don't understand what the speaker is saying.

