

Supporting our students

Showing empathy and promoting a growth mindset when students are struggling

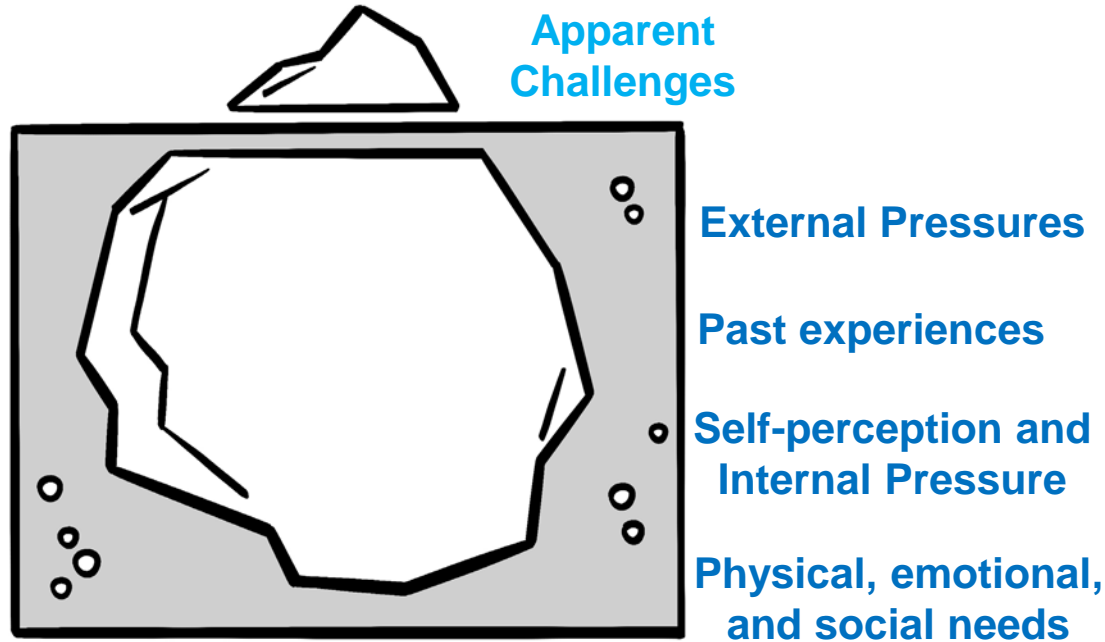
Learning Goals:

After today's meeting, TAs should be able to...

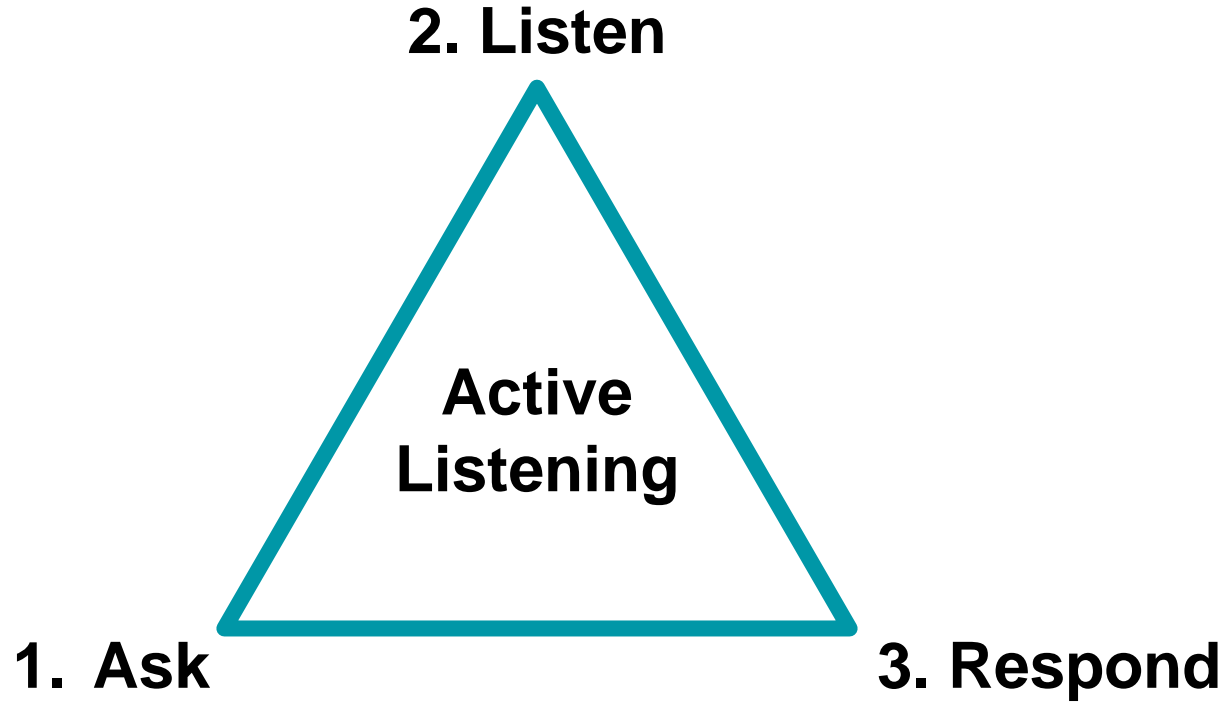
- 1) Identify ways of communicating with students that promote a growth mindset and minimize stereotype threat.
- 2) Describe the elements of active listening and use active listening to support students.

How have you felt most supported by a teacher when you were struggling?

What's really going on with our students?



Active listening as a way of showing empathy



What makes a good question?



What makes a good question?

Good questions are short, open-ended, non-judgmental, and future-focused (drive the student to talk about what they want moving forward).

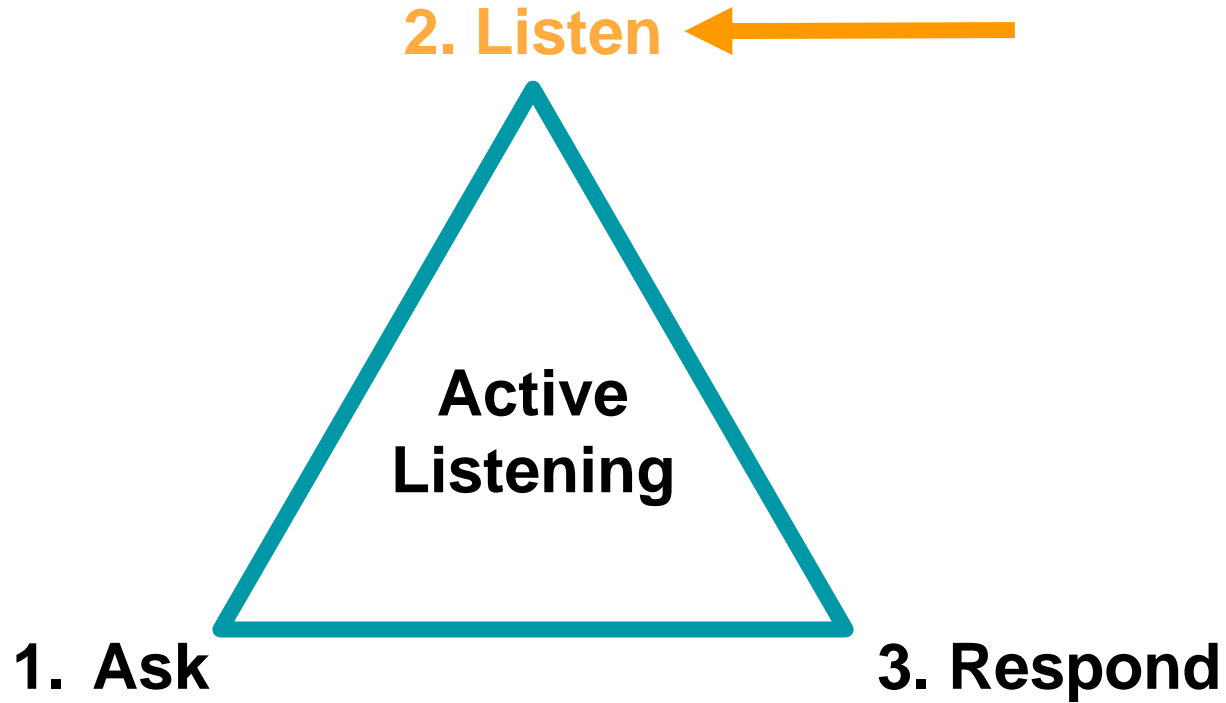


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Activity: What makes a good question?

Let's say a student says to you "I'm worried I'm not doing well in this class. Maybe I should drop it." What question could you ask to start off the conversation?

What does it look like to listen?



Activity: What does listening look like?

1. **Partner A** should listen to **Partner B** speak for 60 seconds on a topic of their choosing.
2. **Partner A** should not respond in any way (no sounds, movements, or facial expressions) to what **Partner B** is saying, but should maintain eye contact as they are comfortable.
3. **Partner B** should speak continuously for the entire period.
4. Switch roles.

Activity: What does listening look like?

Reflect on this activity:

Speakers - What was it like to talk to someone who did not respond physically or verbally? What cues would have been comforting to see from the listener to know that they were paying attention?

Listeners - How did you find yourself wanting to respond? Did you notice that you did some things automatically?

Listening well

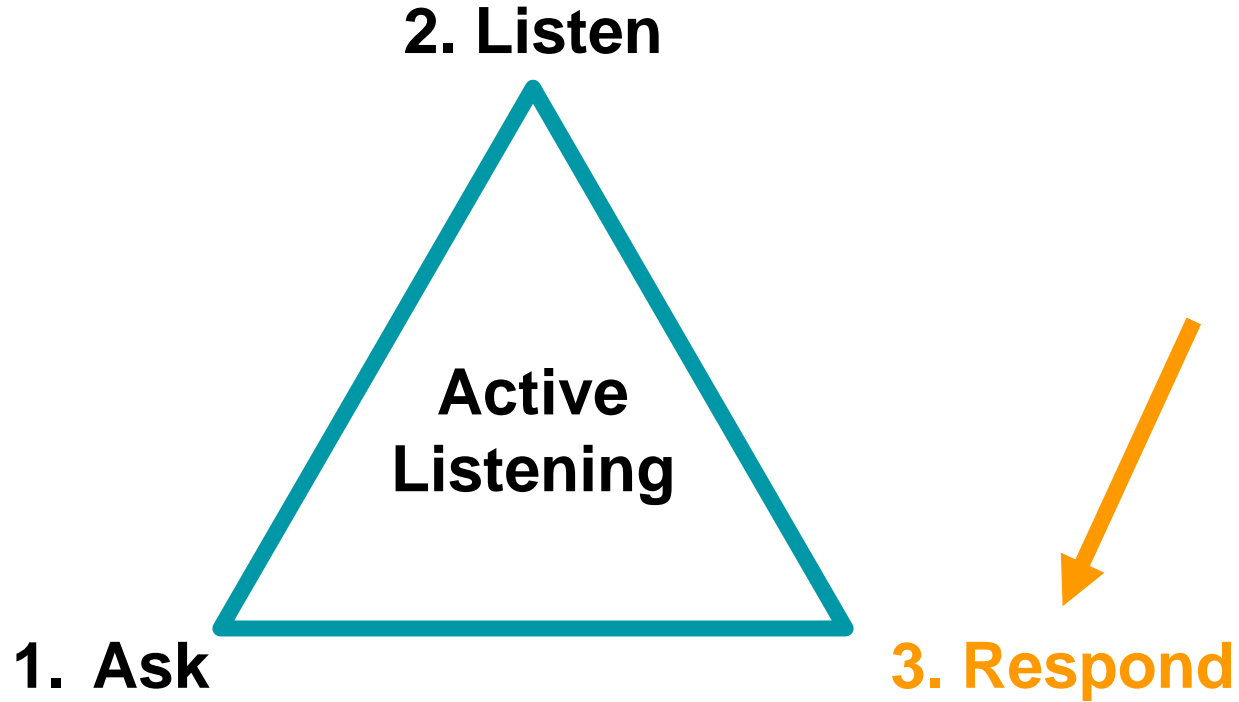
Signaling your attention and receptiveness as you listen can look like...

- Gentle eye contact
- Neutral or relaxed facial expression
- Open and inviting body language
- Small affirmations, like nodding



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What does it mean to respond?



What does it mean to respond?

Acknowledge you have heard what the person has said:

- Restate (“Let me make sure I’ve got this right ...”)
- Affirm (“I’m sorry. That sounds really frustrating.”)
- Reflect (“What I’m hearing is ...”)
- Interpret (“I’ve noticed that ... ”)

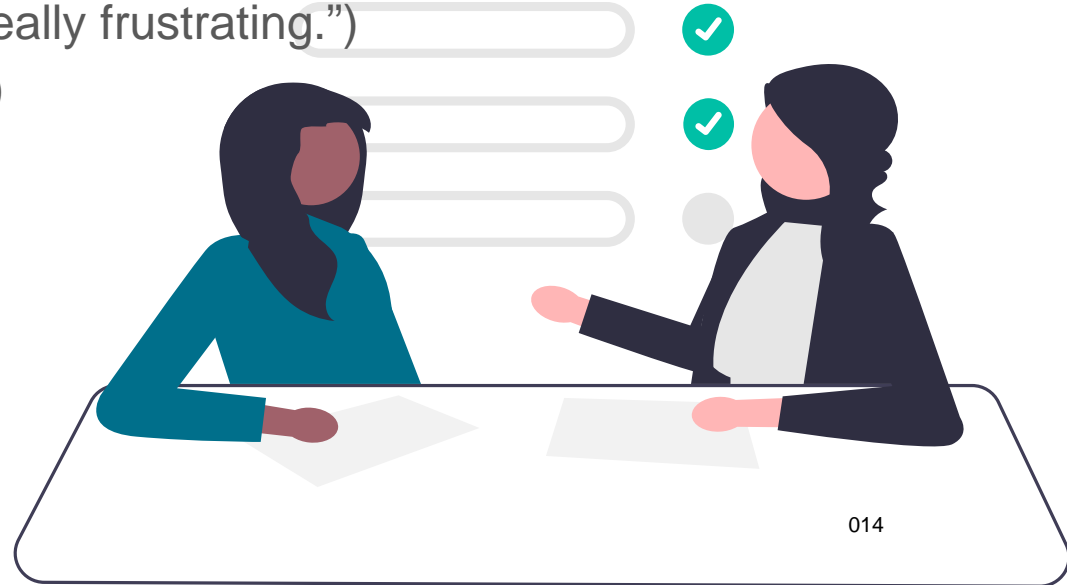


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Scenarios: Responding supportively to our students

In groups of 2-3, pick at least one scenario that you want to discuss in depth. Answer the following questions about each scenario you discuss.

- How would you **respond** to this student directly?
- How could you promote a growth mindset in your interactions with this student?
- What additional resources could you refer the student to, or what resources could you turn to for more information?

Prepare to share out about at least one of the scenarios you discuss.

Exit Ticket:

+ What are you taking away from today's discussion on supporting students?

Δ Is there anything you still have questions about?

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