



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 to 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 your kids, turn off the TV or other electronic devices and face them. 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. Choose a location such as a park or the grocery store. Have your child and a friend (or sibling) 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 *leaves rustling* or *carts clanging*. Have the kids compare their lists for similarities and differences. Afterwards, kids can write a descriptive story, incorporating the sounds they heard into their pieces.
2. Role-play with your child to practice listening skills. Imagine that your child owns a pet-sitting business. You're leaving your dog in your child's care while you go on vacation. Talk to your child for a few minutes about some of your requests, such as the number of times you want your dog walked each day or where your pooch prefers to sleep. Have your child repeat the “customer's wants” back to you.

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, don't interrupt, and ask questions if they don't understand what the speaker is saying.

