

Session #4: Reflective Listening

Purpose: Work on voicing, listening, respecting, and suspending judgment; and understanding the powerful role that listening, respecting, and suspending judgment plays in leadership.

Secondary Purpose: We will reflect on a positive professional experience which will have lessons for identifying leadership qualities.

Expected Outcome: A new understanding of how to listen for facts, values and feelings and how repeating back what is heard can validate a person and/or the discussion.

Reflective listening is the restatement of what you have heard a speaker say. Benefits include the opportunity to:

- deepen the communication level
- improve understanding
- assure clarity
- allow the listener to become more empathetic and curious
- allow for a shift in perspective.

Instructions: This activity will take about 45 minutes and require you to work through 4 different (rotating) roles:

1. Speaker (4 minutes)
2. Listener: Facts (2 minutes)
3. Listener: Feelings (2 minutes)
4. Listener: Values/Essence (2 minutes)

Each person will begin with one of these 4 roles and then rotate through the remaining 3. The workshop facilitators will be in attendance to keep time and answer any questions about the instructions, but will not be otherwise participating. This is our opportunity to learn from you.

Step 1: Assign Roles

The groups will quickly determine who will be the speaker, listener for facts, listener for feelings, and listener for values in round 1. You will then rotate through these roles in subsequent rounds. You also want to select one person to report out for the group.

Step 2: Share and Listen

We will begin with round 1. The round 1 speaker will answer this question, (speaking for 4 minutes) while the others listen and take notes according to their round 1 role. There is space for your notes.

Step 3: Listeners talk about what they heard

The round 1 listener: facts person will summarize their notes (for 2 minutes) and receive confirmation and clarification from the speaker. The round 1 listener: feelings person (see below for words you can use for this) will summarize their notes (for 2 minutes) and receive confirmation and clarification from the speaker. The round 1 listener: values/essence person will summarize their notes (for 2 minutes) and receive confirmation and clarification from the speaker. See below for words you can use for this.

Step 4: Rotate

The group is to rotate to the next round. Each participant is to rotate roles.

Listening for Facts, Feelings, and Values

Facts: Repeat back what the person said and check for confirmation that the important parts of the communication were heard accurately.

Feelings: Express the essence or meaning behind the words, including the feeling and tone. Ask for accuracy. You may want to use the vocabulary noted on the next page of this document to help articulate what you heard.

Values/Essence: Reflect the values or essence of what you heard. You may want to use the vocabulary noted on the next page of this document to help articulate what you heard.

FEELINGS

Likely to be experienced when our needs ARE being fulfilled

absorbed
adventurous
affectionate
alert
alive
amazed
amused
appreciative
aroused
astonished
blissful
carefree
cheerful
comfortable
concerned
complacent
composed
confident
contented
cool
curious
dazzled
delighted
eager
ecstatic
elated
electrified
encouraged
energetic
engrossed
enlivened
excited
exhilarated
expansive
expectant
exultant
fascinated
free
friendly
fulfilled
glad
gleeful
glorious
glowing
good-humored
grateful
gratified
groovy
happy

helpful
hopeful
invigorated
involved
inquisitive
inspired
intense
interested
intrigued
joyous
jubilant
keyed up
loving
mellow
merry
mirthful
moved
optimistic
overjoyed
overwhelmed
peaceful
proud
quiet
radiant
rapturous
refreshed
relieved
satisfied
secure
sensitive
splendid
stimulated
surprised
tender
thankful
thrilled
touched
tranquil
warm
wide awake
wonderful
zany
zestful

FEELINGS

Likely to be experienced when our needs ARE NOT being fulfilled

afraid
disgusted
aggravated
disheartened
agitated
dislike

alarmed
dismayed
aloof
displeased
angry
disquieted
anguished
distressed
animosity
disturbed
annoyed
downcast
anxious
downhearted
apathetic
dread
apprehensive
dull
averse
edgy
beat
embarrassed
bitter
embittered
blah
exasperated
blue
exhausted
bored
fatigued
broken-hearted
fearful
chagrined
fidgety
cold
forlorn
concerned
frightened
confused
frustrated
cool
furious
cross
gloomy
dejected
grief
depressed
guilty
despairing
hate
despondent
heavy
detached
helpless
disappointed
hesitant

discouraged
horrible
disgruntled
horrified
hostile
hot humdrum hurt
impatient
indifferent inert
intense
irate
irked irritated
jealous
jittery
keyed up lassitude
lazy
lethargic listless
lonely
mad
mean
melancholy
miserable
mopey
nervous
nettled
overwhelmed
passive
perplexed
pessimistic
puzzled
rancorous
reluctant
repelled
resentful
restless
sad
scared
sensitive
shaky
shocked
skeptical
sleepy
sorrowful
sorry
sour
spiritless
startled
surprised
suspicious
tepid
terrified
tired
troubled
uncomfortable
unconcerned
uneasy
unglued

unhappy
unnerved
unsteady
upset
uptight
vexed
weary
withdrawn
woeful
worried wretched

VALUES

In listening deeply to one another, our hearts assist us to hear the values underneath the words, rhetoric, or strongly held positions. When we listen deeply and can reflect the values that we hear, we connect to the wholeness in the other.

beauty
compassion
community
connection
courage
creativity
equality
faith
family
friendship
freedom
generosity
justice
goodwill
gratitude
harmony
humor
inclusiveness
love
order
patience
peace
respect
service
simplicity
trust
understanding
wholeness
wisdom

Round 1: We rarely have an opportunity to brag and share something we are proud of. Please reflect on professional experience. What is something you're proud of? Describe why it is a highlight? Who was involved? What happened? How did you feel?

	Name	Notes/ Reflections
Speaker		
Listener: Facts		
Listener: Feelings		
Listener: Values/Essence		

Round 2: We rarely have an opportunity to brag and share something we are proud of. Please reflect on professional experience. What is something you're proud of? Describe why it is a highlight? Who was involved? What happened? How did you feel?

	Name	Notes/ Reflections
Speaker		
Listener: Facts		
Listener: Feelings		
Listener: Values/Essence		

Round 3: We rarely have an opportunity to brag and share something we are proud of. Please reflect on professional experience. What is something you're proud of? Describe why it is a highlight? Who was involved? What happened? How did you feel?

	Name	Notes/ Reflections
Speaker		
Listener: Facts		
Listener: Feelings		
Listener: Values/Essence		

Round 4: We rarely have an opportunity to brag and share something we are proud of. Please reflect on professional experience. What is something you're proud of? Describe why it is a highlight? Who was involved? What happened? How did you feel?

	Name	Notes/ Reflections
Speaker		
Listener: Facts		
Listener: Feelings		
Listener: Values/Essence		

Session #4 Resources: Inquire: High-quality Conversations

Enabling Question Examples:

Clarifying Questions (emerge out of not understanding what happened and do not include assumptions):

- When did this occur? (be specific about a time, place, person, event, etc.)
- Can you explain what happened?
- Where can that take us?
- How did you determine that?

Expanding Questions:

- What is the importance of _____ to you?
- What does the word _____ mean to you?
- How did you decide to _____? What was your thinking about?
- What is central about _____?
- What is neglected if _____ is ignored?

Reflection Questions:

- What are your (hopes, dreams, fears) for this project/program?
- How might we... ?

Problematic Question Examples:

Attributive Questions (contain blame or judgment)

- Why didn't you?
- How could you?
- Why didn't you tell me?

Backward-looking Questions (focus on the past):

- What isn't getting responded to?
- What has contributed to things getting this bad?
- Why did you... ?

Instructive Questions (focus on informing):

- Don't you think it would have worked better if . . . ?

Source: Craig Weber. *Conversational Capacity*. 2013.