

DAILY READING

DAY 2

Active Listening

Active Listening is the foundation for everything that we will do in this program.

The intention of Active Listening is to hold space for another person and support them as they work through an issue in a way that can lead them to find the answer to their problem on their own. Our core belief when doing Active Listening and most every process we will use in this program, is that the person has the answer they are seeking inside of themselves. Our job as facilitator is then to provide time and space and support while they go on their own journey to find what they are looking for. We want them to go through their internal process without the listener having an agenda for how they get there. We do this by seeking to understand what they are saying and letting them know we hear them.

The OPP approach to Active Listening is to mainly use three simple elements:

- Be Silent (offer space for them to talk and even pause without interruption)
- Echo (feedback what you heard them say)
- Ask Meaning (What do you mean by ?)

Active Listening can help someone move deeper into their real truth by being heard and more importantly, hearing themselves when you echo back their words and thoughts. The sharing and the echo complete a cycle that allows the person to go down deeper into their own truth. In fact, by using Active Listening, we can help them develop their own neuropathways into their sub-conscious so they can learn to better access this wisdom on their own.

This skill is often cited as critical for improving our relationships, our parenting, our leadership and anything that involves communication between two people.

It is the foundation of most approaches that teach communication skills like: Parent Effectiveness Training, Steven Covey's 7 Habits (#5 - Seek to Understand and then to be understood) and most every Facilitation and Therapy approach.

If a person can master this skill, they will notice a vast improvement in almost anything they do. It is also key to becoming a more kind and loving person who can actually be effective in helping others with whatever they are dealing with. By practicing the guidelines on the following protocols, you could soon become an effective listener in this kind of work and in every aspect of your life.

The intention for Day 2, is to provide you an opportunity to practice the first two elements of Active Listening. These are to **Be Silent** and **Echo** what you are hearing. Echo involves giving feedback on what you heard your partner say or what you understand them to be saying.

ACTIVE LISTENING

Active Listening (also called: Reflective Listening) may be most powerful when it is the disciplined use of only the following 3 elements:

1. BE SILENT (SILENT and LISTEN have the same letters)

2. ECHO (So, what I'm hearing you say is ..)

3. ASK MEANING (What Do You Mean By -----?)

While focusing on the above actions, as a Listener we also want to:

Maintain Eye Contact

Be Curious

Seek to Understand

Get to Clarity

Go on a Journey --- the Other Person's Journey

Secondary actions we can use in our Listening are:

- Start with Open-Ended Question: i.e. What do you want?
- Ask Clarifying Questions like: How old is your son? – follow with Echo
- OK to slow person down (more details) or speed up (less details) – Echo

Instructions for Speaker (The person sharing and doing their work):

Allow yourself to share whatever comes up for you. If a thought comes into your mind, no matter how irrelevant it may seem, please share it with your Listener.

MENTORS SESSION GUIDE

DAY 2

INTENTION

- To practice Active Listening – use silence & echo
- To share what you want from program, why doing OPP
- To get to know each other better

CHECK-IN

Mentor B:

I (Mentor B) will take us through today's session.

Please check-in on how you are feeling right now and what you think that might be about. Also, please confirm that you have read through the Reading for Day 2.

[A & B check in]

INTRODUCTION

Mentor B:

Today, I'd like you to share with me, why you are doing this program and what you hope to get from it. I will listen using Silence and Echo from Active Listening. Then we'll switch roles and repeat. We'll each have about 10 minutes to share. Any questions?

EXTENDED CHECK-IN

Mentor B:

OK, I set a timer for 10 minutes. Please share with me why you are doing this program and what you hope to get from it. I will listen and Echo once in a while. I'll conclude with an Echo to summarize what I hear you say you want.

[A shares for 10 minutes, B listens using silence and echo]

Thank you for sharing.

The essence of what I heard is: (B does a summary echo)

SWITCH

Mentor B:

I will now set the timer again and I will share with you. Ready? Please ask me the same question I asked you.

Mentor A:

Please share with me why you are doing this program and what you hope to get from it. I will listen and Echo once in a while. I'll conclude with an Echo to summarize what I hear you say you want.

[B shares for 10 minutes, A listens using silence and echo]

Thank you!

The essence of what I heard is: (A does a summary echo)

CLOSURE

Mentor B:

Please share briefly how that was for you to listen and to share and then I'll do the same.

[B shares briefly and then A shares]

CHECK OUT

Mentor B:

Thank you. OK, let's checkout now. I'll go first.

[both partners check out]

SCHEDULE THE NEXT SESSION

Please confirm the time for our next call.

HOMEWORK

Please complete the Day 2 Reading prior to the next session.

END SESSION