

Active Listening – in threes:

Experience of a good/ bad team you've been in

Aim:

- *Experience key facilitation tool*
- *Create greater understanding of the need to actively listen, and encourage self awareness*
- *Gentle way into thinking about teams, sharing experiences*

What is active listening?

Emphasise need for:

- Succinct reframing/restating
- Getting to underlying feeling/meaning
- Not a memory exercise
- Not looking for your response/ opinion on what they've just said
- Make eye contact & be open with your body language

Why actively listen?

- Partner feels actively they have been heard and therefore valued
- Forces you to listen to what is actually said, not what you want to hear
- Restating can clarify & focus meeting, as well as saving time

Check that everyone's clear about it before starting

Subject: Something that frustrates you/ that you'd like to change about your FOE group meetings.

- Person A talks (90secs)
- Person B restates (30 seconds/2 sentences max)
- Person C comments on Person B's restatement (30 seconds)
- Person A reflects (30 seconds)

Then reverse roles

Subject: Talk about a good experience of a team you've been in.

Hints: What made it good? What role did you play?

Uses – summarising, making someone feel heard, drawing out conflict.

This is an art not a science. This is something we always need to work on – it's hard!