

LISTEN FIRST

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LISTENING FIRST ALLOWS CHANGE

LISTEN
first.
TALK
second.



*"... be quick to listen, slow to speak and slow to anger."
James 1:19*

COURSE OBJECTIVES

- Learn about the uses for Listen First
- Gain an understanding of the key concepts of Listen First
- Role Playing/Practice makes perfect
- Consider ways to utilize Listen First in your daily tasks
- Make a plan to practice at home and in your job

SPIRIT OF LISTEN FIRST

- Collaboration
- How we talk to and with people makes a difference on the experience
- Listen first is not about selling them an education, but more about providing them an amazing educational experience from registration to graduation

LISTEN FIRST-KEY CONCEPTS

- People need to feel respected and understood to connect
- Communicating Understanding
- People need to know all their choices and make the choice for themselves
- Focuses on people and makes connection
- The “Righting-Reflex”
- Its more than just listening
 - Non-verbal
 - Open communication
 - Two way communication

CORE SKILLS

- Open ended questions
- Reflections
- Summaries
- Affirmations
- Sharing Information

OPEN ENDED QUESTIONS

- Cannot be answered with one word
- Require the respondent to elaborate
- Invites discussion
- Encourages us to become better listeners
- 80% of our daily conversations involve closed questions

- Examples “In what way” or “How does this work for you”

GROUP EXERCISE

- SIT IN PAIRS
- LISTENER ASKS ONLY OPEN ENDED QUESTIONS
- TWO MINUTES AND WE SWITCH TURNS

REFLECTIONS

- Statements that express the meaning of what we heard
- Rarely used and takes time to master
- Playing telephone as an adult
- Very powerful, shows that you are listening, communicates understanding
- The hardest part of Listen First and the hardest to learn
- Examples “So,” “It sounds like” “You” “What I hear you saying is”

SUMMARIES

- A series of reflections
- Contains all the aspects of the issue
- Always ends with an open ended question
- Communicate the understanding
- Allows the speaker to provide a solution that may please their requests

- Examples “Anything else I may be missing” “If my understanding is correct which is the most important to you” “Where would you like to go with this”

GROUP EXERCISE

- Groups of three (Speaker, Listener, Observer)
- Combine open-ended questions, reflections and summaries
- Speaker starts with open-ended question, listens, reflects and summarizes
- Observer provides honest feedback

- 3 minutes each, switch and take turns

AFFIRMATIONS

- Find people doing something great
- Has to be genuine and personal
- Consider intention and the effort given
- The validation given when affirmations are given about thoughts/plans/skills are 10x stronger than anything given about person's looks/clothing/etc.

- "It is amazing that you came here today" "You are stronger than you think" "You can make this happen"

SHARING INFORMATION

- Broach sensitive topics carefully
 - Ask for permission to give advice
 - Provide a menu of options
 - Always end on good terms
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- Examples: “Would it be alright if we talked more about this topic” “I have some ideas, would it be alright for me to share” “What do you think about we talked about, do you think we could come up with one or two topic options”

QUESTIONS?



THANK YOU FOR ATTENDING!