

# Ten ways to listen better

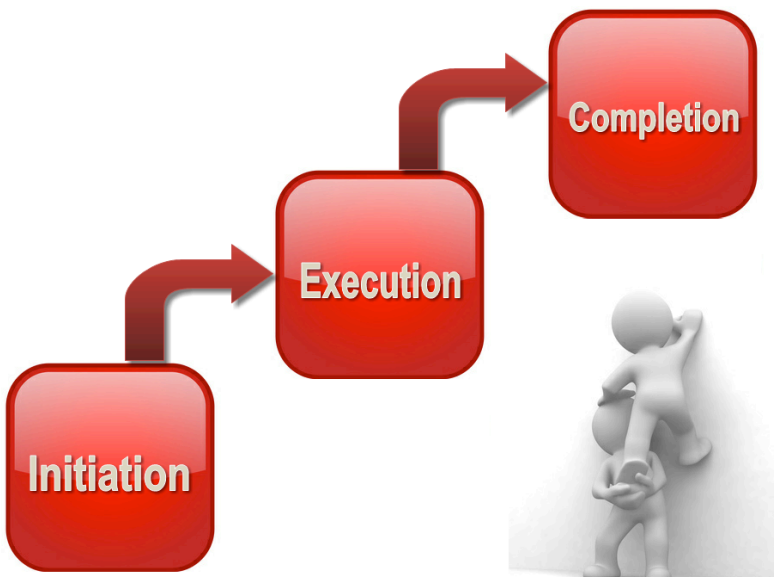
## Workshop

# Facilitator



At a Glance

## Three Phases of Facilitation



1. When you're listening, listen. Don't talk on the phone, text message, or do anything else.
2. Avoid interruptions. If you think of something that needs to be done, make a mental or written note of it and forget about it until the conversation is over.
3. Aim to spend at least 90% of your time listening and less than 10% of your time talking.
4. When you do talk, make sure it's related to what the other person is saying. Questions to clarify, expand, and probe for more information will be key tools. (We'll look at questioning skills later on in the workshop.)
5. Do not offer advice unless the other person asks you for it. If you are not sure what they want, ask!
6. Make sure the physical environment is conducive to listening. Try to reduce noise and distractions. ("Would you mind stepping into my office where I can hear you better?" is a great line to use.)
7. If it is a conversation where you are required to take notes, try not to let the note-taking disturb the flow of the conversation. If you need a moment to catch up, choose an appropriate moment to ask for a break.
8. Keep eye contact.
9. Summarise the conversation, this will ensure you have understood the message correctly.
10. Turn your body towards the person you are listening, show that you are focused on what they have to say.

# Personality Typing

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Energise or charge their batteries up



The sorts of information they pay attention to (not covered in this workshop)



The criteria they use to make decisions



And the way they like to run their lives (not covered in this workshop)



## *When to facilitate*

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### *Asking open questions*

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- Who?
- What?
- Where?
- When?
- Why?
- How?



- Are there multiple views to consider?
- Is a broad base of commitment required?
- Is time a major constraint?