

Exercises

Exercise 1 How well do you listen?

When others are talking to me...

1. ...I tend to finish their sentences. ___ rarely ___ occasionally ___ often ___ usually
2. ...I want to offer help pretty quickly. ___ rarely ___ occasionally ___ often ___ usually
3. ...I feel restless and impatient for my turn. ___ rarely ___ occasionally ___ often ___ usually
4. ...I lose track of what is being said. ___ rarely ___ occasionally ___ often ___ usually
5. ...I fidget with things. ___ rarely ___ occasionally ___ often ___ usually
6. ...I ponder what I might say when they stop. ___ rarely ___ occasionally ___ often ___ usually
7. ...I know where I want to take the talk. ___ rarely ___ occasionally ___ often ___ usually
8. ...I make frequent comments or ask questions. ___ rarely ___ occasionally ___ often ___ usually
9. ...I tend to wonder what they want from me. ___ rarely ___ occasionally ___ often ___ usually
10. ...I quickly diagnose their problems. ___ rarely ___ occasionally ___ often ___ usually
11. ...I get anxious about how to respond. ___ rarely ___ occasionally ___ often ___ usually
12. ...I offer solutions. ___ rarely ___ occasionally ___ often ___ usually
13. ...I tend to get irritated by their whining. ___ rarely ___ occasionally ___ often ___ usually
14. ...I like to offer balancing perspectives. ___ rarely ___ occasionally ___ often ___ usually
15. ...I am told that I've misinterpreted them. ___ rarely ___ occasionally ___ often ___ usually
16. ...I feel irritated or defensive. ___ rarely ___ occasionally ___ often ___ usually

If you answered "usually" or "often" or to 3+ questions or, if you answered "occasionally" to 8+, you could improve your listening skills!

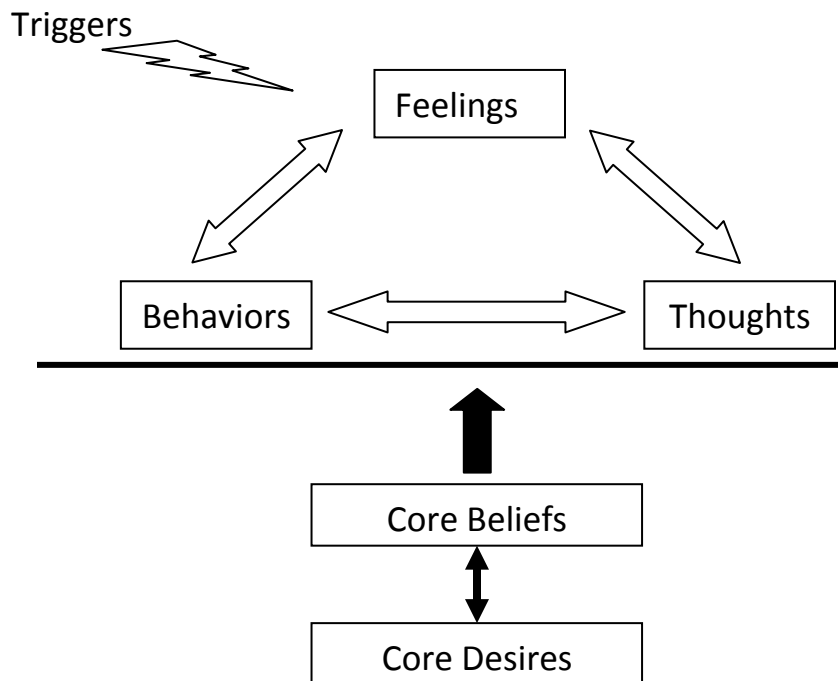
Exercise 2 Understanding People

THE JOHARI WINDOW

	I KNOW	I DON'T KNOW
OTHERS KNOW	OPEN	BLIND SPOT
OTHERS DON'T KNOW	HIDDEN	UNKNOWN

Take 2 minutes to jot down things that fit in each quadrant. Take turns sharing what you wrote (3 minutes each)

BELIEFS & DESIRES



Take turns asking about a recent inordinate emotion the other person had. Ask what triggered it; What thoughts accompanied it; What behaviors followed. Then, if this pattern of feelings, thoughts and behaviors has happened before, ask, "What do you believe want, that you tend to feel, think and act this way." OR "What do you think you believe that you think, feel and act this way." Ask, "How long have you believed (or desired) this?"

Exercise 3 Listening with your body language

Take turns (2 minutes each) telling about something that is going on in your life.

When you are the listener DO NOT TALK. Communicate non-verbally that you are listening (e.g. eye contact, open posture, turned toward them, leaning forward a little, nodding your head, facial movements that communicate interest, surprise, sadness, puzzlement, anger (not toward them), etc.

Exercise 4 Feedback what you hear & validate

Take turns (2 minutes each), going back to what you remember from exercise 3, tell your partner what you thought you heard them say and ask if you heard them accurately. Let them talk a little more about it. When you 'get' why they feel the way they do, or why they think the way they think or act the way they did, say, "It makes sense that you would (feel, think, act) that way. Don't talk about yourself OR similar feelings you've had OR offer advice.

Exercise 5 Working around offensiveness & defensiveness

Think about your typical tendencies in this area.

Take a defensive or offensive posture with your partner about some area. If you are the listener find a way to encourage your defensive/offensive partner to talk about what they experienced, how they felt about it, what they were thinking, what they wanted or what they did.

Don't advise or correct at this time. Advice & correction are best served after the person feels understood (if these things are really needed once they feel heard).