Are you Listening?
Can you hear the story?
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Carol Adams, PIIC Mentor IU 23
Kathleen Eich, PIIC Mentor IU 15
Gen Battisto, Regional Mentor Coordinator
Agenda

Four Corners - Talk about listening

Please do now - reflect on personal experience

Characteristics of listening fully in the coaching process

   Powerful listening

   Story listening

Listening pitfalls to avoid
Four Corners

Read each quote about listening. (next slide)

Which statement most strongly resonates with you? Move to that corner. Discuss: Why is this statement so powerful?

“Listening is the earliest communication skill acquired, the most often used, but the least mastered.”
1. Stories are a specific type of narrative that features characters who face challenges, strive to overcome obstacles, and work toward important and meaningful goals.

2. Through deep story listening, coaches facilitate motivation, movement and change.

3. Committed listening, especially by valuing silence and paying attention to the essence of what the other person says, is foundational to the process of holding a coaching conversation.

4. In dialogue we listen, seek to understand, hold our assumptions in the air of critique. We do not seek decisions, actions, or justifications. The promise of dialogue is that we may invent visions of what could be in our schools and organizations.
Please Do Now

Write about a time when you felt that you were not heard. Who was listening to you? What happened? What were your feelings?

OR

Write about a challenge you are currently grappling with.

You will be asked to share your story with a partner in the room.
Choose and chart 3 important things to share about each type of listening.
Be ready to present to other groups.
Prepare to Listen

Choose one new listening practice to bring into a conversation with a colleague in the room.

- **Partner Share:** Read what you wrote to your partner.
- **Partner listens:** Response: “One thing I noticed…” OR … “One thing that struck me…” OR “One question I have…”
Reflection

As you reflect on your experience listening and being listened to, complete the following statements:

When I listen I...

When I speak I...
Narrative Coaching - What is Your Story?

Story Elements:

Characters (protagonist, antagonist, supporting)

Situation (struggle, challenge, conflict)

Search or quest (what is the intent of the character)

Action (relevant events)

Shift (what happens as conflicts are resolved?)

Setting (do the time and place play a role?)
Reflection

What new insights did you realize?

Did your understanding of the story change? How?
PEANUTS CLASSICS By Charles M. Schulz

So what do you think?

What difference does it make? You never listen anyway.

I was just making conversation.

When you make conversation, you have to listen, too!

You do?
Committed Listening

Meets the basic needs of people in a professional setting:

– To have a voice
– To be valued
– To be recognized as individuals who are competent
– To be recognized as individuals who have their own set of values and priorities
Unproductive Patterns of Listening

Most people do not listen with the intent to understand. Most people listen with the intent to reply.

~ Stephen R. Covey
ilovemysl.com

1. Judgment or Criticism
2. Autobiographical Listening
3. Inquisitive Listening
4. Solution Listening
Unproductive Patterns of Listening

1. Judgment or Criticism - the listener focuses on flaws in what is being said, sends a message that only one person has the “right” answers, and is attempting to influence others.

   How open are you to considering the ideas of others?

   Do you encourage discussion without criticism?

   Be committed to listening without judgment.
Unproductive Patterns of Listening

2. Autobiographical Listening - the listener “highjacks” the conversation by telling his/her own story, the spotlight shines on the listener rather than the speaker.

*Do you listen to the speaker rather than your own inner voice?*

*Do you resist the urge to interject your own story?*

Listen with a commitment to keep the spotlight on others.
Unproductive Patterns of Listening

3. Inquisitive Listening - the listener becomes overly curious about irrelevant portions of the speaker’s story and interrupt with questions.

Do you listen to the essence of the person’s message?
Do you listen without any obligation to question or to respond?

Focus your complete attention to the words and underlying emotions being expressed.
Unproductive Patterns of Listening

4. Solution Listening - the listener is eager to provide a quick and helpful solution, resulting in focusing only on the parts of the conversation that support the solution.

*While the other person is speaking, are you focused on what you will say? Do you offer advice even when you have not been asked?*

*Focus on understanding the speaker’s perspective.*
Putting it all together

Review the four types of powerful listening and the unproductive patterns.

As a table group answer this question: Which powerful listening practice would be an antidote for the unproductive pattern?

Put a post-it note on each chart.

- Judgment or Criticism
- Autobiographical Listening
- Inquisitive Listening
- Solution Listening
Back to Your Story

Reflect on what you revealed about your personal story, and consider your role as an instructional coach and listener.

How do I give to others what I didn’t receive?
resources


“Listening is the earliest communication skill acquired, the most often used, but the least mastered.” As we examine the conversation between the coach and the coachee, we make connections to the “story” that unfolds. Awareness of active listening allows the coach to recognize the details and nuances thus allowing reflection, discovery and growth.