

Activity 1: Are you listening?

This is a 10-minute active listening activity. One person will speak, while the other person uses their active listening skills. Then you'll switch roles. Note: For best results in a virtual environment, we recommend you use your camera and ensure that you aren't muted.

- Review the "Listening" quotes below and select one that most resonates with you:
 - "I remind myself every morning: Nothing I say this day will teach me anything. So, if I'm going to learn, I must do it by listening." — Larry King, TV host
 - "Listening...involves a certain surrender, a willingness to sit with what one does not already know...Listening requires us to stretch a little beyond what we know, expect or want." — Diana Senechal, author
 - "To say that a person feels listened to means a lot more than just their ideas get heard. It's a sign of respect. It makes people feel valued." — Deborah Tannen, author and professor of linguistics, Georgetown University
 - "Listening is a magnetic and strange thing, a creative force. The friends who listen to us are the ones we move toward. When we are listened to, it creates us, makes us unfold and expand." — Karl A. Menniger, American psychiatrist

- Choose who will initially be the speaker and who will be the listener (3 minutes per turn).

Speaker: Using the quote you selected, answer these 2 questions:

- Which quote resonated with you and why?
- How can you apply the quote's meaning in your work or personal life?

Listener: Use your active listening skills while the other person talks. Verify understanding by reflecting back and asking open-ended questions as appropriate.

- Switch roles and be prepared to share your thoughts about the experience with the group.

Activity 2: What happened?

This is a 15-minute round robin activity. You'll each share a personal or professional experience and how you applied or could apply active listening and effective listening skills.

- Select one of the following options:
 - An example of a conversation that didn't go well and if you were to have a similar conversation today, what active listening or effective questioning skills would you apply now?
 - An example of a conversation that went well and the reason you believe it went well based on the active listening and effective questioning skills you learned today.
 - An example of a high-stakes conversation that you're going to have soon and one active listening or effective questioning skill you learned today that you can apply.
- When it's your turn, share the answer to the option you selected. You have 3 minutes to respond.
- Continue until all participants have shared.