Welcome Back – Day 2!

Module 10 – Skill Building Practice: Mindful Awareness

Mindful Awareness Practice

This is Water video

Module 7 – Skill Building: Listening
“Most people do not listen with the intent to understand; they listen with the intent to reply.”

- Stephen Covey PhD

When are times when you don’t listen well?

What gets in your way of listening well?

Two Types of Listening

Primarily Self-focused
- Multi-tasking, distracted
- Focused on own personal stories, agenda, advice
- Formulating responses
- Filter listening through past experiences, history, assumptions

Primarily Other-focused
- Attention to body language, facial expression, tone of voice
- Beginner’s Mind, Not-knowing
- Allow for silence, space, pause
- Attuned to energy and emotions behind the words

The Pause

“The PAUSE: that impressive silence, that eloquent silence... which often achieves a desired effect where no combination of words... could accomplish it.”

- Mark Twain
TCMLH-FT Session II

13

Holding Space Video

https://www.youtube.com/watch?v=wEfrj4tqtU

14

Questions for Small Group Listening Activity

1. What were some dreams/aspirations you had when you were younger?
2. Are you in any way currently living out those dreams/aspirations? If so, How?
3. What are some aspirations/dreams you have for yourself in the future?
4. What do your dreams/aspirations tell you about what is important to you now (values)?

15

30 Minute Break

16

Module 8 – Personal Health Inventory
Stage II

17

Process Model for Group Facilitation

Stage I
Create vision. Explore values and value conflicts.

Stage II
Explore Mission Aspirations Purpose

Complete PHI assessment. Define focus. Assess readiness.

Stage III
Reflect, Assess & Focus

18

Stage II – Complete PHI Assessment

Complete:
- Part 2 of PHI on pages 3-6 in the Participant Manual

Demo #2
- How are areas explored?
- Is the focus defined?
Volunteers?
Module 9 – Manual Review and Preparation for Group Practice

TCMLH – Facilitator Guide and Participant Workbook

Facilitator Guide – Introduction

Facilitator Guide – Color coding

Facilitator Guide – Optional Formats

• The column headings are the different formats / time frames the course can be presented.
• The Red modules are done regardless of formats. These are “core” topics.
• The Blue, Purple, and Green modules are done as indicated on the table by the # of practices, times or otherwise.
• Choose Topics for 3 facilitation practices.

• Mentor will answer any questions related to your facilitation practices.
Listening

Listening is a core skill that allows us to do other skills well:
- Reflection
- Inquiry

"People are generally better persuaded by the reasons which they have themselves discovered, than by those which have come into the mind of others."  

Pascal

Other Possible Responses that may be helpful but do not tend to solicit personal reflections
- Give advice
- Tell our story that relates
- Ask information questions
- Provide Information
- Ask a "leading" question
- Provide a judgment
- ("That's Good!"  "That's not so good!"")

Reflections
- Gives participant back his/her words, thoughts, feelings
- Lets them know you heard them and builds rapport
- Allows them to hear what s/he has said, helps clarify
- Provides a "mirror" for participant

Parroting and/or paraphrasing
- Summarizing
- Reflecting feelings and values
- Double-sided reflections
Parroting

- Using the participants’ same words
- It’s a statement, not a question
- Can be powerful

Reflections - Parroting Example

Participant: “I need to make some changes but I don’t know where to begin.”

*How could you parrot this?*

One example: “You don’t know where to begin.”

Paraphrasing

Restate what the participant has said using other words.

Reflections - Paraphrasing Example

Participant: “It’s important for me to spend time with my family.”

*How could you paraphrase this?*

One example: “You really value your family.”

Summarizing

Brings several key points from participant together in one statement.

Can be used as a transition to another person or topic.

Reflections – Summarizing Example

“Your family is very important, so you’ve explored different ways to relate and haven’t been successful. But you’re ready to try again because you know you need to.”
Reflections – Summarizing Example

“You have brought a lot of thoughts, ideas, and challenges to our conversation. Which one is most important to address today?”

Reflection of Feelings and Values

Goes beyond what the participant has said.

A guess or hunch at deeper meaning, inferred value, or emotion.

Double-Sided Reflection

Used when a participant presents two sides of an issue, ambivalence, and/or value-conflicts

Intent is to explore and honor both sides, pros & cons, benefits & costs

Reflections Practice

One person is the speaker for 2 minutes
The other person(s) practice reflections

• Switch roles after 2 minutes
• Speaker should pause several times in the 2 minutes to let the listener practice reflecting
• Speaker should address one of the following questions:

Listening Exercise Questions – Choose only one

If time or money were no issue, what would you be doing with your life?
Think about one or two people who inspire you.
What about them is inspiring?
What parts of your current job or life activities do you enjoy most?

Inquiry or Asking Questions

A foundational skill in facilitating:

Two main types of questions:

- Closed (-ended)
- Open (-ended)
Closed-ended questions

- Elicits Yes/No or one word answers
- Generally, are not as effective in leading to new insight/understanding

Can be useful for:
- Transitions (Are you ready to set a goal?)
- Permission (May I offer you some resources?)

Open-ended questions

- Reflects curiosity for the sake of the participant’s self discovery
- Not easily answered with yes/no, specific piece of information or a single word
- Encourages participant to talk/volunteer new information
- Present or future focused
- May lead to new awareness or insight

Open-ended questions examples

- What? How? Tell me more about...
- “Why?” questions may solicit defensiveness depending on the tone of voice.

How to ask open-ended questions

- Ask a succinct, clear question
- Pause and wait for the answer
  - This may mean a moment of silence
  - Do not fill the space
- Listen to what is said

Wrap up: Q&A, Survey, Adjourn