

Office of Faculty Development Summer 2020 Webinar Series

Connecting in the Time of Corona: Techniques to Listen and be Heard

Leadership during the Covid-19 Crisis: Some Considerations

Times of challenge and change offer opportunities to build strong relationships which are foundational to great teams

To make good decisions, faculty and leadership must know what's really going on

Active listening can foster your understanding and deepen your professional relationships

To lead a productive group of students, staff, and/or faculty (r)-2wC22Q (r)-1 (fa)-1 (c)-2 (ul)-1 (ty) (tools.

When things go wrong, pay close attention and offer openness to exploring (not accusing).

What happened? What might be ways to fix? Trust the team to be creative and resourceful. Offer a chance to learn and innovate.

Offer yourself and your others compassionate attention.

Active Listening

What is Meant by Active Listening

Understanding the complete message being communicated by another person through focusing your attention on the speaker and responding thoughtfully to ensure comprehension.

Why Active Listening is Important

Builds and strengthens relationships by developing trust and validating others

Creates community and a sense of belonging that highlights the single team with shared goal

Develops safety and security

Consider Daniel Coyle's *The Culture Code*. He synthesizes research that emphasizes the importance of safety and security to highly productive teams. He underscores how a safe space to share ideas and enhance collaboration, which augments the quality of shared projects.

Results in stronger teams:

Fosters open and direct communication

Increases participation as everyone is heard and contributes

Augments sense of shared mission and goals

Three Interrelated Elements of Active Listening

x Sensing

- o Create appearance of eye contact online through
Setting up camera and positioning web picture of audience
ear camera to communicate eye contact. Look into the lens
Making sure your lighting is behind the computer/camera/phone so that
your face is lighted and visible
- o Pay attention to what speakers say and does not say (thoughts and feelings)
- o Lean in and mimic body language to connect

x Processing

- o Listen carefully and be receptive to their ideas and feelings
- o Activate your curiosity as you seek to understand
- o Keep comments/opinions to self
- o Remember and keep track of content

x Responding

- o Provide verbal and nonverbal acknowledgements (nod your head, uh-huh, I see)
- o Listen-- Don't solve-- Be curious.
- o Keep a relaxed, accepting expression to give space safely to speaker
- o Listen for pause and then respond by paraphrasing or asking question
- o Ask questions that demonstrate understanding and curiosity
- o Summarize
 - “Let me make sure I understand . . .”
 - “You suggest that. . .”
 - “Is this what you mean?”
- o Give positive feedback: Thank you for sharing this
If you do want to offer an opinion or an idea, ask if that's okay.
 - x “I have an idea that might help. May I share that with you?”

The Five Levels of Listening: Quality Listening **

Listening to yourself: Paying attention to what's going on in your mind

Listening for content: Paying attention to what a person says and how they say it (e.g., body language)

Listening for context: Asking questions to understand the broader context of the conversation

Listening for the unsaid: Looking for what a person fails to say or does not say

Listening for meaning: Understanding how others interpret the conversation and offering different perspectives

**To make the biggest impact you can, practice moving from one level to the next. Start by listening to what's on your mind, then slowly move towards listening for meaning.

Creating Space to Connect

Before You Meet

Communicate Parameters

Decide in advance how long the conversation will last, so all attendees know when to interrupt or wind down. Plan another meeting if needed.

Create open calendar times for meetings and ask workers who interrupt to make a meeting during that time

Create "space" for you and other person

Make sure your space is free of potential distractions (dogs, noises, etc.) Close door, turn off alerts on computer and phone

Drink water

Take three breaths before you start or join the video or call

A Few Humble Thoughts About the Challenge of Creating a

Selected Resources

- Active Listening (Greater Good in Action). (n.d.). Retrieved April 13, 2020, from https://ggia.berkeley.edu/practice/active_listening
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- Col Framework | Col. (n.d.). Retrieved April 1, 2020, https://coi.athabascau.ca/coi_model/
- Coyle, D. (2018). The Culture Code: Unlock The Secrets to the Most Successful Teams. Bantam Books. <http://danielcoyle.com/the-culture-code/>
- Coombes, L. P. and E. (2020, Mar 17). 23 Essential Tips for Working Remotely. Inc.Com. <https://www.inc.com/lindseypollake-eileen-coombes/remotework-home-productivity-communicationself-care-morale-team.html>
- Working Remotely & Managing a Remote Workforce (n.d.). Harvard Law School. Retrieved April 13, 2020, from <https://hls.harvard.edu/tipstools-for-working-remotely/>
- Trimboli, Oscar Deep Listening: Impact Beyond Words. (n.d.). Retrieved April 13, 2020, from <https://www.oscartrimboli.com/>
- Transitioning to Remote Work. (n.d.). Retrieved April 1, 2020, from <https://er.educause.edu/blogs/2020/3/transitioning-to-remote-work>
- How to Work from Home With Children. The New York Times. <https://thewirecutter.com/blog/how-to-stay-sane-when-working-from-home-with-children/>
- The Dos and Don'ts of Online Video Meeting. The New York Times (n.d.). Retrieved April 1, 2020 <https://www.nytimes.com/2020/03/25/technology/personaltech/online-video-meeting-etiquette-virus.html>
- Working Remotely-UNG. (n.d.). University of North Georgia. Retrieved April 13, 2020, from <https://ung.edu/remote-life/working/index.php>

Resources regarding Communication and Inclusivity

- Strike for Black Lives. Particles for Justice. (Retrieved June 9, 2020. <https://www.particlesforjustice.org/resources>
- Diversity, Equity, and Student Success. Association of American Colleges & Universities. (n.d.). Retrieved June 9, 2020 <https://www.aacu.org/diversity-equity-and-student-success>

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