

Workshop Session 2 - Tuning into Needs for Engaged Listening



This is the second of the two sessions of the interactive workshop that helps teams to develop effective delivery and listening skills. In this second session, you will lead participants to understand their preferences and strategies for re-engaging when those preferences are not met.

Session Outline

Section	Overview	Time
Introduction (Slide 18-19)	This section goes through the agenda for the session, and lays out the two main goals of the session. Each participant will learn to describe their communication Needs. They will also explore how to re-engage after their Needs have not been met and they feel disrespected.	5 Minutes
Showing Respect in Communication (Slide 20-21)	In this section, participants will learn how respect works in communication process, looking from both the speaker's and the listener's perspectives. The participants will see what happens when both the speaker and the listener feel disrespected. This section sets up why we need to explore our Needs in terms of communication.	5 Minutes
Exploring Self-Consciousness and Assertiveness Needs (Slides 22-26)	Participants dig deeper on expressing their Needs scores for both Self-Consciousness and Assertiveness. The facilitator will help participants see what gets in their way when listening and how certain expectations (Needs) lend to preferences for how someone communicates a message.	20 Minutes
Activity: Component Combination Needs (Slides 27-30)	The participant will have a chance to explore more about what their communication preferences look like through a discussion with others of a similar combination score. The facilitator will close this section by leading a discussion with each group to share their Needs so others can learn the different preferences.	20 Minutes
Activity: Exploring Strategies for Effective Listening (Slides 31-34)	Allow for ample time to lead two different discussions on the two strategies for effective listening. The first strategy involves helping participants learn how to let a speaker know they are having difficulty engaging, and what they would prefer from the speaker. The second strategy helps participants learn how to shift their mindset to re-engage when it is not possible to have a conversation with the speaker. Each debrief time will be key to this section to share ideas for re-engaging.	30 Minutes
Summary & Team Commitment (Slides 35-36)	The facilitator will summarize the impact of Needs for both the speaker and the listener. Teams will share what they learned about respecting the Needs of their teammates. They will use the questions in the slide notes to review the key phrases to bring awareness that a teammate is not engaging, and review their key tactics for re-engaging.	10 Minutes

On the day of training, each participant needs:

- Self-Consciousness and Assertiveness pages from Signature Report from Birkman Direct
- Copy of participant worksheets
- Use the Comprint or Group Graph to add the Self-Consciousness and Assertiveness Needs scores to slide 29