Leadership Starts with Listening
Amplify your Impact

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1 hr 15 mins
WORKSHOP ALLIANCE

- Are you willing to experiment?
- Are you willing to be active?
- Can you tolerate messiness?
- Share ideas, ask questions
- Slides & resources will be available after the workshop
IMPROMPTU NETWORKING

1. Find a partner - someone you don’t know!
   - Tell your partner about the best leader you’ve ever had

2. Switch partners

3. Switch partners

liberatingstructures.com
HOW WAS YOUR LISTENING?
To improve your listening you must increase your awareness of your listening.
WORKSHOP OUTLINE

3 TOOLS
TO AMPLIFY YOUR IMPACT & GENERATE LEADERS
INCREASE #OWNERSHIP
TOOL #1
LISTENING LEVELS

BECOME SELF-AWARE OF YOUR LISTENING!
LEVEL 1
INWARD FOCUSED
LEVEL 2
ATTENTION OUT
LEVEL 3
BODY LANGUAGE
ENVIRONMENT
• **LEVEL 1** INWARD FOCUSED
• **LEVEL 2** ATTENTION OUT
• **LEVEL 3** BODY LANGUAGE/ENVIRONMENT

• Lock it in!
TOOL #2
MIRROR/PARAPHRASE
HELP THEM FEEL HEARD!
SAY IT BACK EXACTLY OR
PARAPHRASE IT
ACKNOWLEDGE FEELINGS

YOU SOUND RELIEVED.
WHAT AN EXCITING SITUATION!
THAT MUST BE REALLY CHALLENGING.
Ask them to repeat it.
LET’S PRACTICE

STAND UP,
FIND A PARTNER
LET’S PRACTICE

PERSON A...

TRAVELED THE FARTHEST TO GET HERE
KEY GOALS

PRACTICE LISTENING
MIRRORING, PARAPHRASING
THINK OF...

A PEAK EXPERIENCE YOU’RE WILLING TO SHARE
A: SHARE YOUR PEAK EXPERIENCE

B: LISTEN IN LEVELS 2&3, MIRROR & PARAPHRASE BACK
B:
SHARE YOUR PEAK EXPERIENCE

A:
LISTEN IN LEVELS 2&3, MIRROR & PARAPHRASE BACK
WHAT WAS THAT LIKE?
LET’S BUILD ON THIS
TOOL #3
POWERFUL QUESTIONS

EVOKE INSIGHT AND FORWARD MOVEMENT
POWERFUL QUESTIONS

ARE NOT ABOUT...
INFORMATION GATHERING

“WHAT DO YOU PLAN TO TELL BOB WHEN YOU SEE HIM NEXT WEEK?”
POWERFUL QUESTIONS

DO NOT RESULT IN...

ONE WORD RESPONSES

“DID YOU LEARN SOMETHING NEW YESTERDAY?” “YES/NO”
HELP THEM TO...

DISCOVER
THEIR OWN SOLUTIONS
WHAT THEY WANT
INSIGHTS

“I NEVER THOUGHT ABOUT IT LIKE THAT!”
POWERFUL QUESTIONS

ICF DEFINITION

CLEAR, DIRECT QUESTIONS THAT LEAD TO NEW INSIGHT AND MOVE THE CLIENT FORWARD

https://coachfederation.org/core-competencies
POWERFUL QUESTIONS

CO-ACTIVE EMPHASIS

EVOKE PERSONAL EXPLORATION
VERSUS INFORMATION GATHERING

CO-ACTIVE COACHING, P. 64
POWERFUL OR NOT?

1. Did you enjoy our offsite last week?  
   Not Powerful

2. What does the situation mean to you as a person?  
   Powerful

3. How will you get started?  
   Powerful

4. What did Joe say about sprint commitment?  
   Not Powerful
“WHAT” QUESTIONS

WHAT DO YOU WANT?
WHAT’S IMPORTANT ABOUT THIS?
WHAT’S ONE STEP YOU COULD TAKE?

“HOW” QUESTIONS

HOW DO YOU WANT IT TO BE?
HOW MIGHT YOU APPROACH THIS SITUATION?
HOW DO YOU FEEL ABOUT THIS?
LISTEN IN LEVELS 2/3

TO DETERMINE THE POWERFUL QUESTIONS TO ASK
LET’S PUT IT TOGETHER INTO A COACHING CONVERSATION
COACHING CONVERSATIONS

What do you want coaching on today?

Listen in levels 2/3
Mirror/Paraphrase
Ask Powerful Questions to...

Get them into Action or Being then...

Plan the followup

Adapted from Coaches Training Institute
LET’S PRACTICE

STAND UP,
FIND A PARTNER
KEY GOAL
PRACTICE
HAVING A COACHING CONVERSATION
ONE PERSON STARTS:
SHARE A CHALLENGE

OTHER PERSON:
LISTEN IN LEVELS 2/3
ASK POWERFUL QUESTIONS. TRY TO GET THEM TO AN ACTION OR BEING

What do you want?
What’s important about this?
How do you want it to be?
How might you approach this situation?
TAKE A MINUTE…
GIVE EACH OTHER FEEDBACK ON YOUR COACHING
What do you want coaching on today?

Listen in levels 2/3
Mirror/Paraphrase
Ask Powerful Questions to...

Get them into Action or Being then...

Plan the followup

Adapted from Coaches Training Institute
SUMMARY

3 TOOLS

• LISTENING LEVELS
• MIRRORING/PARAPHRASING
• POWERFUL QUESTIONS

And a taste of coaching…
“Don’t Just Do Something, Stand There.”

-Marshall B. Rosenberg
Thoughts, Puzzles, Takeaways?

- How do you plan to apply what you’ve learned today?
- What are you going to do?
- Write down some ideas
MORE RESOURCES

https://coactive.com/toolkit
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