

Reflection Exercise – Supercharge Your Listening Skills

- 1) **Think of a time when you were in a conversation and you felt truly heard. What did that feel like?**

- 2) **Now think of a time when you gave someone else the gift of great listening? What did you notice about the conversation and the outcomes?**

- 3) **Self Assess: Take the Quiz and Identify Where You Can Do Better?**
 1. Does your stress sometimes impede your ability to be truly present in your conversations?
 2. Do you ever try to rush to the end of a conversation because you think you already know what the other person is going to say?
 3. Do you find yourself already thinking of your reply while others are still speaking?
 4. Do you sometimes (or frequently) interrupt others?
 5. Do you ever (or often) walk away from conversations with a lack of clarity?
 6. Is your listening sometimes on the ‘thin’ side – i.e. only considering the words and phrases you hear and not necessarily tuning into other sources of information such as body language, visual cues, or your own gut instinct?
 7. Do you ever (or often) listen through the lens of untested assumptions?
 8. Can you identify situations and relationships where you might improve your conversational dynamics and create healthier relationship outcomes by engaging in more Level 3 Listening?

- 4) **Level 3 Listening:** In the Webinar, you were introduced to three Levels of Conversations: While there is merit in each level – the highest quality of listening tends to occur in Level 3. In this level, we ask questions for which we don’t already have answers to and lean in with curiosity and authentic listening. We assume less; wonder more -- and we share the energy and successes rather than compete to win. Our listening has intention as we listen to connect, relate and understand – we build trust, better relationships and produce greater results.

Identify at least three people and/or situations where you would like to engage in more Level 3 conversations and ramp up your listening to a Level 3 dynamic.

1. _____
2. _____
3. _____

STOP AND DO LESS! START AND DO MORE!

- 5) **Take some time and reflect on the tips and strategies presented in the “Supercharge Your Listening” Webinar.** Reflect on the tips and strategies presented in the “Supercharge Your Listening” Webinar. Identify behaviours, habits and best practices that you can do more of to improve your own listening skills and those you can do less of.

STOP! I Will Do Less Of...	START! I Will Do More Of...

- 6) **Declare your Listening Intentions here (i.e. write out a commitment declaration).**

“My Listening Intention(s) are _____

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This reflection exercise was produced by Eileen Chadnick (Big Cheese Coaching) for those who participated in her “Supercharge Your Listening Skills” Webinar hosted by Charity Village (April 2017).

See more at: www.Bigcheese coaching.com / and www.Chadnickcommunications.com