WiFLI Session 2

Day 2
Saturday, July 16
1:00-1:15

Ice Breaker
Active Listening:
Understanding Multiple Perspectives and Diverse Points of View

1:15 – 3:30
1:15-1:45

How does listening help us change the world?

Share!
How does listening help us change the world?

• Diverse points of view create better ideas
• Build trust and empathy—less angry and more productive
• Find out what people really care about—partners
• Find out why people have opinion—find compromise or change their minds
• Help clarify someone’s thinking to others
• Create plan of action and consensus
What are we listening for?

Facts/Practical Considerations:
- Budget is $500,000 short for 2017
- Families need support for their children from 8 to 5

Personal Experiences/Feelings:
- Last time we included a person with autism they got lost during an away game
- My mother uses a wheelchair and wishes she could garden

Values/Bias:
- Families are after the social security checks
- Communities are better when everyone is connected
Whole Group Activity:
-Families advocating for inclusion in afterschool.
-School district says this is not appropriate.

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Whole Group Activity: Potential Partners

Inclusive Playground

YMCA
Motivation:

Company
Motivation:

Teacher
Motivation:
Partner Activity (10 minutes)

• 2 Worksheets:
  • Conflicts and Solutions
  • Potential Partners

• Choose a conflict scenario and complete worksheet

• Choose partnership scenario and complete worksheet
1:45-2:00

Active Listening

Overview
What does "bad" listening look like?

Share!
Roadblocks to Listening

• Making it about you/your experience
• Rehearse that you will say in response
• Mind reading vs. clarifying
• Judging merits of what/how something is said
• Providing solutions when not asked
• Changing the subject
• Being “right” vs. leaving room for perspectives
• Agree when you really don’t (placating)
What does active listening look like?

Share!
Active Listening in Meetings

Non Verbal:

• Attentive: not multi-tasking, keeping your mind in the conversation
• Voice and facial expressions
• Physical set up and structure of meeting
• Use silence
• Movement and position in the room
• Sharing information before and after meetings
• Make sure roles are clear
Active Listening in Meetings

Verbal:
• Encourage and acknowledge contributions
• Watch for/encourage those not participating
• Avoid stating your ideas first if you are facilitating
• Ask Good Questions
• Paraphrase and check for understanding
2:00-2:15

Paraphrasing

Using your own words to say what you think speaker said (and asking for clarification)
Why Paraphrase?

• Has a calming and clarifying effect—reassures someone they are heard and lets them hear how their idea was heard by others

• Rephrases for group—especially when comment is confusing

Use in 1:1 interactions as well as groups
Paraphrasing Help

Starters:
• It sounds like what you are saying is…
• This is what I’m hearing you say…
• Let me see if I get it…

Follow Ups:
• Did I get it right?
• Am I missing anything?
• KEEP AT IT UNTIL ITS RIGHT
BREAK!

2:15 – 2:30
Paraphrase Activity: 2:30-2:45

- Circle of 4-6 people
- Person 1: What is your dream vacation?
- Person 2: Paraphrase and ask for clarification
- Person 2: What is your dream vacation?
- Person 3: Paraphrase and ask for clarification
- Person 3: What is your dream vacation?
- Keep going until everyone has had both roles
Activity debrief:

• What challenges did you experience?
• What helped you?
2:45-3:15

Active Listening: Asking Good Questions
Closed vs. Open Ended Questions

Closed Questions:

• Answer with single word or short phrase
• They give you facts and are easy and quick to answer

Often start with:
Do Are If
Would Will
Closed vs. Open Ended Questions

Open Questions:
• Cause person to think and reflect
• Give you opinions and feelings
• Come from curiosity not judgment
• Help you understand underlying values and points of view

Often start with:
What   Why   How   Describe
Examples of Open Ended Questions

• Why is ___ important to you?
• Could you give me an example of ___?
• Could you tell me more about ___?
• What are the pros and cons of ___?
• How do you know that ___ is true?
• What do you mean by ___?
• How does ___ make you feel?
• What makes you say ___?
Activity: Open Ended (10 minute)

Demo:
• Principal: “Children with disabilities can’t be in choir”
• Share open ended question then throw to someone else

At your table group:
• After scenario, ask one question then toss to someone else (no answers needed!)
• OK if it takes someone a minute!
• Put previous slide up!
Reflection

What was challenging?

What helped or worked?
3:15-3:30

Homework
Choose 1:

Conflicts and Solutions
OR
Potential Partners

• Complete chart--planning
• Interview
• Reflection
Closing and Evaluations

SEE YOU IN SEPTEMBER!