

ENCOURAGING

Encouraging is the art of creating an opening for people to participate without putting an individual on the spot.

How:

- “Does this make sense to everyone?”
- “Who else has an idea?”
- “What does everyone else think?”
- “Does this point raise Questions for anyone?”

PASSING THE PEN

Ask for a volunteer to play the recorder role and pass them the pen, or ask the team if we can spin the pen to choose the next person.

How:

- “Team, would someone like to volunteer to be our recorder for the next 2 hours, or should we spin the pen to choose?”

PARAPHRASING

Paraphrasing is fundamental to active listening and demonstrates to the speaker that his/her thoughts were heard and understood.

How:

- “It sounds like you’re saying..Is that correct?”
- “Let me see if I understand you, is this what you mean....”

TRACKING

Keeping track of the various lines of thought that are going on simultaneously.

How:

- “It seems that there are three conversations going on right now, I want to make sure I’m tracking them .. One conversation is about X and the other is about Y .. Am I getting that right? How would the team like to proceed?”

LINKING

Linking is a listening skill that invites a speaker to explain the relevance of a statement he or she just made. Paraphrase and then link the idea to the main topic.

How:

- “How does your idea link up with...(our topic)? Can you help us make the connection?”
- “Are you saying... (paraphrase)? Then say, I see what you mean.”

ROUND ROBIN

The Structured Round Robin gives everyone on the team a chance to give their opinion. Use it when you have a few quiet individuals and need to hear their voice.

How:

- “Team, I really want to make sure we all agree to this last point or have voiced our concerns, so using round-robin, would you let me know what you Think?”

SILENCE

You ask a question then wait for an answer and not say anything until someone answers. Do this when too many people are not engaged or quiet.

How:

- “Team, can someone share some possible ideas for improving our site design?”
Then Silence.....

DRAWING PEOPLE OUT

This is the skill that supports people to clarify, develop, and refine their ideas further. Use it when someone is having difficulty clarifying an idea and others are struggling to understand the point.

How:

- “Can you please give me An example?”
- “Can you say more about That?”
- “What do you mean by..?”

STACKING

Stacking is a procedure for helping people take turns when several people want to speak at once. It lets everyone know that they are going to have their turn to speak.

How:

- “Would all who want to speak, please raise your hands.”
- “(Name), you’re first.
(Name), you’re second
...Continue on until everyone has their order.”

COMMON GROUND

Powerful intervention when group members are polarized. It validates the group’s areas of disagreement and focuses the group on their areas of agreement.

How:

- “Let me summarize what I’m hearing from each of you. I’m hearing a lot of differences but also some similarities.”