

# Mindset Shift – Listen and Coach

RELATE | Level 1

## Listen



### FOCUS

Actively listening to engage and connect with others

### MINDSET SHIFTS

From:

To:

I listen to solve the problem	I listen to ensure you feel heard and to help you solve the problem
I listen to others' point of view and wait to respond with my own	I listen to hear what others' have to say and am open to shifting my own point of view
I demonstrate good listening when I am silent while others' speak	I demonstrate good listening when I ask questions and playback what someone has said

### OUTCOMES

- 1 Understand the internal conflict between our own voice and others' voice and learn how to quiet your own
- 2 Actively listen and use playback to help others feel heard
- 3 Know how to use powerful questions to get to the heart of the issue

### MODELS & TOOLS

- Two voices
- High impact questions
- Playback

### RESEARCH BEHIND MODELS & TOOLS

*The idea of active listening goes back to Carl Rogers; Levels of listening is based on the work of Otto Scharma.*

*High Impact Questions – BTS and the work of Jim Perry.*



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