Listening with Intention
Educator listens with intention.

Key Method
Educator incorporates the skills associated with effective listening strategies into conversations.

Method Components
Effective Listening Strategies
Educator must include the following:

- Honoring the speaker
  - Give speaker your full attention by focusing on them and what they are saying
  - Resist the urge to interject your own opinion
  - Don’t give advice or diminish the speaker’s experience or reactions
  - Ensure that the speaker is aware that you are listening, evidenced by your body language or nonverbal clues

- Reflective listening and effective listening
  - Create a safe environment for all points of view to be shared and heard
  - Listen nonjudgmentally
  - Model thinking before answering and before asking additional questions
  - Become comfortable with wait time
  - Decrease distortion, bias, and deletion
  - Verify accuracy, especially when dealing with important information
  - Unpack and analyze data together
  - Acknowledge emotion
  - Build relationships and trust

- Seeking to understand through clarifying questions
  - Ask contextually appropriate, deep, clarifying questions
  - Promote a culture of professional inquiry
  - Create a safe environment for all points of view to be shared and heard

- Acknowledging and clarifying meaning
  - Seek clarification to ensure that there is collective understanding of key issues
  - Ask speakers to provide details or examples that support their position

- Summarizing and organizing what has been stated
  - Paraphrase issues raised by stakeholders; be able to restate the essence of the message
- Identify and confirm goals, values, beliefs, and assumptions of persons engaged in the conversation
- Reflect speaker’s situation, emotion, or feeling accurately

In order to implement honoring the speaker, demonstrate these behaviors:
- Make eye contact, nod, focus on the speaker
- Make room for silence to ensure that the speaker has time to finish his/her thought
- Acknowledge emotions

In order to implement reflective listening and effective listening, demonstrate these behaviors:
- Wait before responding
- Ask for more
- Handle distractions
- Focus on the message
- Understanding does not necessarily mean agreeing
- Avoid piggybacking and counterpointing

In order to implement seeking to understand through clarifying questions, use the following prompts:
- What is your hunch about...
- What is your intention about...
- What would happen if...
- What is the connection between... and ...
- What do you mean by...
- What makes you think that...
- What might the benefits of ______ be?
- What would be an alternative to ________?

In order to implement acknowledging and clarifying meaning, use the following prompts:
- You're thinking that...
- So, you’re wondering if...
- You’re frustrated because...
- You’re hoping that...
- You’re concerned about...
- So, a strong belief you have is...
- An assumption you’re operating from is...
- A goal for you is...

In order to implement summarizing and organizing what has been stated, use the following prompts:
- So, there are three issues...
- So, you’re ready to move on to...
- First you’re going to... then you will...
- On the one hand... and on the other hand...

Educators may also include evidence of the following skills, behaviors, or dispositions:
- Creating conditions that promote deep listening
- Reserving judgment (no judgments are included in the video)
- Eliminating reactive responses (again, looking for evidence of something that is NOT here)
- Shifting the level of logic of the speaker
- Eliminating unproductive patterns of listening.

**Supporting Research**

Except where otherwise noted, this work is licensed under:
http://creativecommons.org/licenses/by-nc-nd/4.0/

**Resources**

- A Difficult Conversations Checklist  
- The Art of Listening: A Skill Worth Learning  

Additional resources are available via Dropbox. To access them, email tabitha@hopestreetgroup.org.

**Submission Guidelines & Evaluation Criteria**

*To earn the micro-credential, you must receive a passing evaluation for Parts 1 and 3, and a “Yes” for Part 2.*

**Part 1. Overview question**

*500-word limit*

- Why did you choose to incorporate the following effective listening strategies into the conversations you had?:
  - honoring the speaker
  - reflective listening and effective listening
  - seeking to understand through clarifying questions
  - acknowledging and clarifying meaning
  - summarizing
  - organizing
  - **Passing**: Educator clearly and concisely identifies why they elected to use the skills demonstrated in the video when they were used.

**Part 2. Work Examples/Artifacts/Evidence**

Educator demonstrates effective listening strategies in at least one video of a conversation with a coworker.
Video must include all of the following: honoring the speaker, reflective listening and effective listening, seeking to understand through clarifying questions, acknowledging and clarifying meaning, summarizing, and organizing what has been stated.

Note: One video generally cannot demonstrate all of these strategies.

<table>
<thead>
<tr>
<th>“Yes”</th>
<th>“Almost”</th>
<th>“Not Yet”</th>
</tr>
</thead>
</table>
| Artifact includes examples of the educator using all of the following effective listening strategies:  
  § honoring the speaker  
  § reflective listening and effective listening  
  § seeking to understand through clarifying questions  
  § acknowledging and clarifying meaning  
  § summarizing  
  § organizing what has been stated | Artifact includes some, but not all, of the effective listening strategies. | Artifact does not include or it is unclear whether the video evidence includes any of the effective listening strategies. |

Part 3. Reflection
750-word limit

- Because the following skills are difficult to convey via video, reflect on how you incorporated the following into your videotaped conversation:
  - creating conditions that promote deep listening
  - reserving judgment
  - eliminating reactive responses
  - shifting the level of logic of the speaker
  - eliminating unproductive patterns of listening
    - **Passing:** Educator provides a brief description of how she/he incorporated the skills in the videotaped conversation. Educator concisely describes how the utilization of these skills has impacted their interactions with colleagues and students.