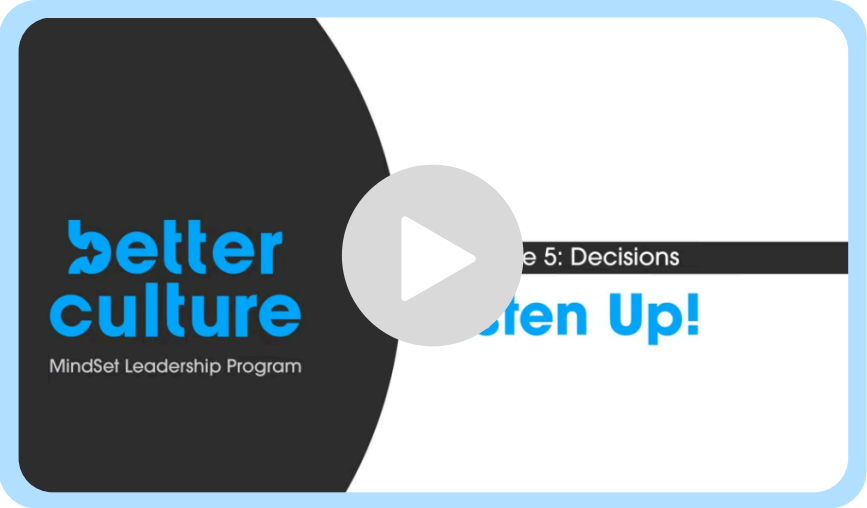
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Sample Session Preview

Listen Up!



Watch the Videos & Discuss

Select the prompts that fit your group

Who is a great listener in your life? Which of their habits would you like to practice more often?

Which poor listening habit do you recognize in yourself, and what could you do differently?

How could you help a colleague strengthen their listening skills?

Practice Together

Pairs · 3–4 minutes per person, plus debrief

The Listening Lab

Prepare. Briefly review poor and great listening habits. Each person chooses a meaningful event from the past year they feel comfortable sharing.

Listen. Partner A shares their event with Partner B for 3-4 minutes. Partner B avoids interruptions, asks short probing questions, and rephrases and rechecks, focusing on what A is thinking and feeling. Hold back personal stories and advice.

Switch. Reverse roles and repeat for another 3–4 minutes.

Debrief Together

How did it feel to be the listener? How about the talker?

Was it hard to stay focused as the listener? If so, why?

What new insights emerged? How could deeper listening improve a decision?

Applying this Technique

Have the group write down at least one upcoming conversation (personal or professional) where it might benefit them to take a little more time to listen before talking. Remind them to pause, rephrase, and recheck before offering advice – and to report back how it goes!

Sample Session Preview

Assume Positive Intent

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Watch the Self-Assessment Video



Watch the Coaching Video



Watch the Videos & Discuss

Select the prompts that fit your group

How did you rate yourself on Assuming Positive Intent? For low ratings: What are some of your challenges with this idea? For high ratings: What are you doing to try to give others the benefit of the doubt?

When a colleague's mistake affects you, what do you tend to assume about their intent? How could a **10-second** pause change your response?

When your mistake affects someone else, what response helps you listen, learn, and make things right? Do you offer that same response to others?

Practice Together

Pairs or groups of three · 3-5 minutes

Rewrite the Story

Notice the story. A teammate misses an agreed deadline, delaying your work. You think, "They don't respect my time." Separate the facts and impact from what you are assuming about their intent.

Pause and reconsider. Pause for 10 seconds before reacting. Then brainstorm three plausible explanations that allow for good intent. Treat these as possibilities to explore.

Rewrite and practice. Write a revised interpretation and compare your first reaction with a more curious response. Draft an opener that seeks understanding and addresses the missed commitment. Practice aloud, then share one alternative and your opener.

Debrief Together

What changed in your tone or willingness to listen?

Did your response invite an explanation and clearly address the missed commitment?

Applying this Technique

Think of a relationship where you tend to have friction. In your next conversation, pause for 10 seconds to see if there might be more to the story.