

INTERPERSONAL COMMUNICATION

These interpersonal communication resources are designed to enhance communication effectiveness. This is vital for:

- Developing high-performing teams
- Fostering psychological safety
- Increasing collaboration and innovation

Use these resources to help build stronger, more dynamic teams.

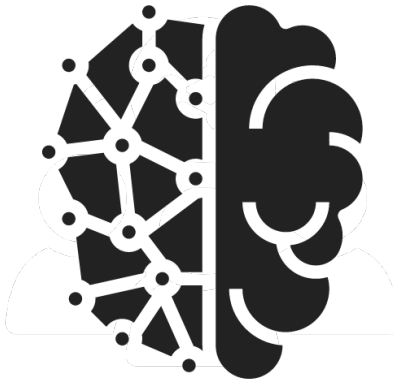
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- 1. Empowering Questions**
 - 2. Types of Listening**
 - 3. Acknowledge and Validate**



Empowering Questions

Activate the Creative Side of our Brains

ANALYTICAL



CREATIVE

Empowering Questions...

ARE:

Open-Ended
Clarity-Seeking
Future-Directed
Thought-Provoking
Solution-Oriented



START WITH:

How
When
Who
What
Where
If
Tell me about...
Why (ask curiously)

Examples of Empowering Questions

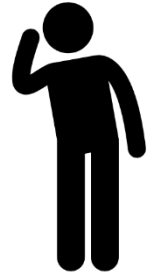
- What's working well?
- What other choices can you make?
- What's another way to look at that?
- How can you reframe this to help you move forward?
- What's your next step?
- What are you learning about yourself?
- What are you learning about your situation?
- What will you do next next time?
- What is *really* bothering you about this?
- What do you think the main challenge is?
- What is stopping you?
- What do you want to experience?

Types of Listening

**Subjective
Listening**

**Objective
Listening**

**Intuitive
Listening**



Level 1: Subjective Listening

This type of listening is influenced by the personal feelings, opinions, and experiences of the listener. Whatever is said is often related to what the listener would do.

Person 1: *"I'm feeling really anxious about this upcoming presentation at work. I'm worried I'll mess it up."*

Person 2: *"You just have to take a deep breath, get in there, and just do it! That's what I do."*

Level 2: Objective Listening

This type of listening is typically detached and unbiased, focused on the person who is speaking without any personal interference. It avoids relating the information to the listener's own experiences, which is effective but may not reach the "heart" of the matter

Person 1: *"I'm feeling really anxious about this upcoming presentation at work. I'm worried I'll mess it up."*

Person 2: *"It sounds like you're experiencing a lot of stress regarding the presentation. It's understandable to feel that way when facing something important."*

Level 3: Intuitive Listening

Intuitive listening involves a deeper, instinctual understanding of the speaker's message, picking up on unspoken cues and underlying emotions. The listener attentively senses the speaker's tone, energy, and feelings, as well as what is not being said. This powerful form of listening allows for a profound connection with the speaker.

Person 1: *"I'm feeling really anxious about this upcoming presentation at work. I'm worried I'll mess it up."*

Person 2: *"It sounds like you're under a lot of pressure with this presentation. Your tone suggests you're feeling quite apprehensive about it. I can sense how important it is for you to do well. Is there anything specific that's contributing to your anxiety that you'd like to talk about?"*

Acknowledge & Validate

Both play important parts in communication yet serve different purposes.

Possible Approaches for Acknowledging

What you're saying is...

Let me see if I got this...

I'm hearing you say...

In other words...

One of the most powerful parts of communicating we can offer someone is when we let them know we *really* heard and care about what they are saying. Acknowledging is a deep level of mirroring back, or paraphrasing, what they just said.

Person 1: "I've been really stressed out with all the deadlines at work."

Person 2: "I hear you. You've got a lot on your plate right now."



Possible Approaches for Validating

You have every right to feel [feeling/emotion] because...

That's perfectly normal to feel [feeling/emotion]...

It's understandable that you feel [feeling/emotion] because/given...

Validating someone's feelings means acknowledging their right to feel as they do, without judgment or agreement. This helps them feel understood and "normalizes" how they feel in their situation.

When you Validate, you want to avoid saying, "I know how you feel," because you don't. You can say, "It is understandable that you feel that way because..." and tell them why.

Person 1: "I've been really stressed out with all the deadlines at work."

Person 2: "It's totally normal to feel stressed with so many deadline. Anyone would feel overwhelmed in your situation"



Putting it All Together:

I hear you. You've got a lot on your plate right now. (Acknowledgement)
It's totally normal to feel stressed with so many deadlines. Anyone would feel overwhelmed in your situation." (Validation)

