

Listening for Facts and Feelings

- This exercise is done in triads and aims to get participants to listen to the multiple dimensions of communication. They are:
 - The explicit facts, themes, or contents
 - The emotions or feelings, which can be both explicit and implicit
 - The implicit intention, goal, purpose, meaning, and values behind the facts and emotions, as well as the unconscious motives, biases defenses, and desires

Active Listening

- In groups of 3, each person takes a different role for 10 minutes
 - ‘A’ Tells of a recent managerial conundrum
 - ‘B’ Listens carefully to the facts that ‘A’ describes
 - ‘C’ Listens and observes the emotions that ‘A’ communicates
- ‘A’ describes his or her experience for 3 minutes
- ‘B’ reports back the facts of the situation that ‘A’ has communicated (and also what feeling ‘C’ has experienced while listening to ‘A’), 3 minutes
- ‘C’ reports on the feelings and emotions that ‘A’ has communicated (and also what feeling ‘C’ has experienced while listening to ‘A’), 3 minutes
- All 3 people review the exercise – (starting with ‘A’) – 1 minute
- Repeat three times so that each person has a turn at each role