

# Facilitator CHIPS



Constructive, Helpful, and Informative Practices

Prepared by the ORO Facilitator Program to help enhance individual and organizational excellence

Issue 5

**November 1999**

*Facilitation Services Available:*

- ◆ Process Improvement
- ◆ Team Building
- ◆ Change Management
- ◆ Strategic Planning
- ◆ Customer Focus and Assessment
- ◆ Baldrige Quality Award Criteria
- ◆ Valuing Differences
- ◆ Problem Solving, Decision Making, and Consensus Building Tools
- ◆ 360° Feedback Instruments
- ◆ Conflict Mediation
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- ◆ Reengineering
- ◆ Integrated Organizational Renewal
- ◆ Facilitator Skills Training for Supervisors

For more information about facilitator services or to suggest a CHIP topic, e-mail or call:

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## *Listen and Learn!*

Part 1 of 2

In past issues we shared several aspects of conducting successful meetings. Now we examine some keys to **active listening**, which is an essential skill for meetings and all types of interactions.

- ◆ Be attentive. Use your face, voice, and body to indicate you are sincerely interested in what the person is saying.
- ◆ Listen with an accepting attitude.
- ◆ Assume a nonjudgmental manner. Allow the other person to bounce ideas and feelings off of you.
- ◆ Limit the number of questions you ask to avoid the appearance of grilling the person, but do ask some questions to demonstrate your interest.
- ◆ Use reflection and restatement frequently. Act like a verbal mirror and reflect back what you think the person is saying.
- ◆ Avoid phrases such as the following:
  - “It’s not that bad.”
  - “You shouldn’t feel that way.”
  - “It’ll all blow over before you know it.”
  - “You’re making something out of nothing.”
  - “Sleep on it. You’ll feel better tomorrow.”
- ◆ Try not to get hooked. Know your ‘hot spots’ and avoid reacting emotionally when your buttons are pushed.

In our next issue: ***I Know You Hear Me, but Are You Listening?*** we will discuss techniques and ground rules for active listening.

