

Effective Communication in Dialogues

Constructive Engagement Workshop

ANSA-EAP, TAN and BL

Eden Resort, Davao

09 September 2010

- Active listening
- Reframing
- Non-intrusive probing
- Non-threatening feedback

Active Listening



Active listening is the capability of one person to demonstrate and prove his/her understanding of the substantive and emotional messages of the speaker

Procedures of Active Listening

- Use conducive listening posture;
- Use appropriate eye contact;
- Paraphrase or repeat in own words the message of the speaker to check understanding;
- Reflect the core feelings expressed verbally and non-verbally by the speaker;
- Ask clarifying questions if necessary;
- Give statements of understanding (e.g. I understand; I see...)
- Ask or welcome clarifications and corrections
- Summarize the speaker's core message

Active listening exercise

- Form pairs: talker and listener
- For 5 minutes: talker will try to expound on her/his problems or concerns with the BL program
- Listener will practice active listening skills and will take note of talker's 3 main points
- Change places

REFRAMING



Translating toxic comments (not nice to hear) into neutral, useful comments that focus on interests.



Tips in Reframing

- Listen
- Ignore “garbage”
- Work to understand interests;
- Restate in neutral, positive words that capture the speaker’s interests (So, what is important to you is ...”)

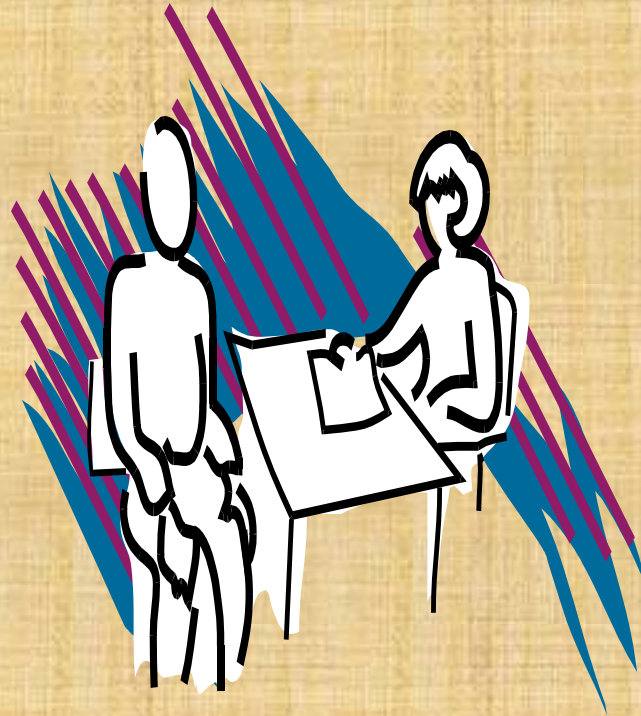


Reframing exercise:

- Triads to brainstorm on reframing toxic statements (10 minutes)
- Plenary discussion

Probing

Probes are statements or questions designed to elicit relevant data from another person



Procedures of Probing

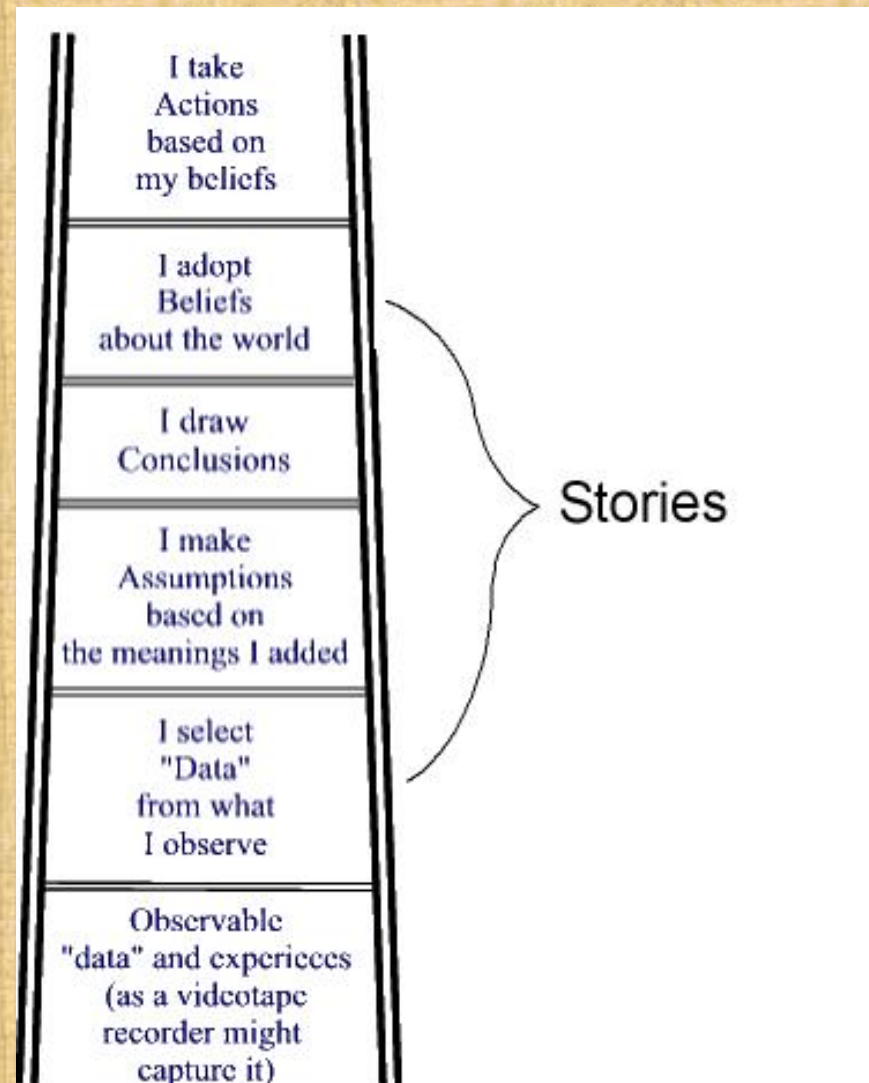
- Ask open-ended questions: what, why, how
- It will help to organize questions. The ORID framework can help: Objective (situation/facts), Reflective (feelings/values), Interpretative (analysis), Decisive (Actions)
- Ask one question at a time;
- Give the other person time to answer. Don't immediately fill up the silence;
- Reinforce answers verbally



Exercise in probing

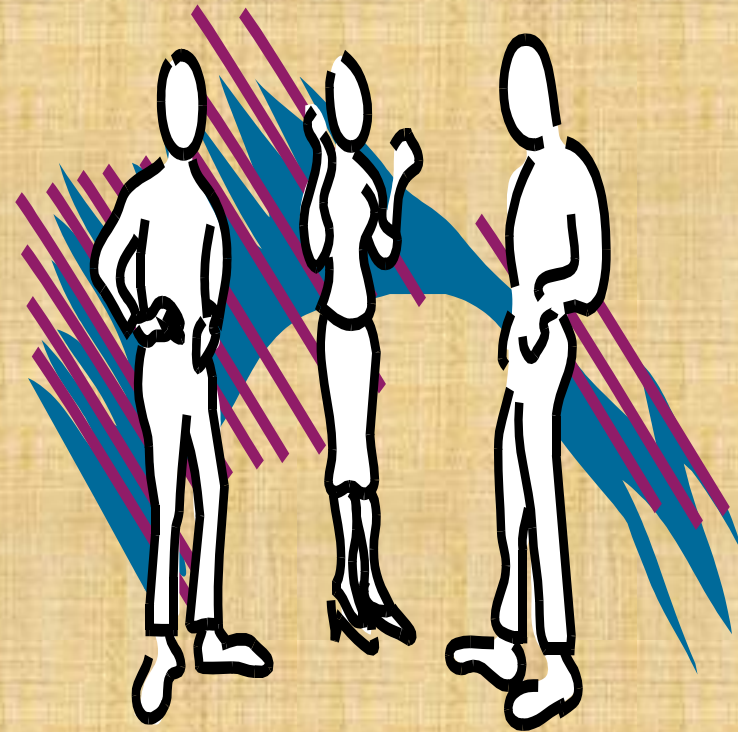
- Form groups of 5-6 people
- First round: 1 person will share statement (proposition or proposal); other members will ask 1 probing question each; person making statement will take note of the questions asked
- Second round: Each member will share to the group which questions were useful or effective probing questions and why
- Plenary sharing and discussion

Ladder of inference



Feedback Giving

An invitation to another person or group to continue peace-enhancing behavior or to change inhibiting or conflict-creating behaviors.



Procedures of Feedback-Giving

- Start with positive feedback (as much as possible, if there is any);
- Be specific in describing the behavior
- Describe the consequences of the behavior.
- Use "I" messages in giving own opinion, comments or suggestions
- Seek for feedback by requesting him/her in a non-threatening manner for reactions.

Exercise in feedback giving

- Form triads: giver, recipient, observer
- Scenario: Recipient has been displaying unconstructive behaviour during dialogue (disruptive body language, toxic language, irrelevant issues, negative vibes). Giver will practice feedback giving. Observer to check which feedback giving skills are being practised (take notes)
- Plenary reflection/discussion

Thank you!