Connecting in the Time of Corona

Techniques to Listen and be Heard from a Distance

With whom do you connect? Comment in Chat box!

Objectives

In this session, you will…

1. discuss the importance of connecting (remotely) with others.
2. review how to implement active listening.
3. reflect on communicating remote work expectations.
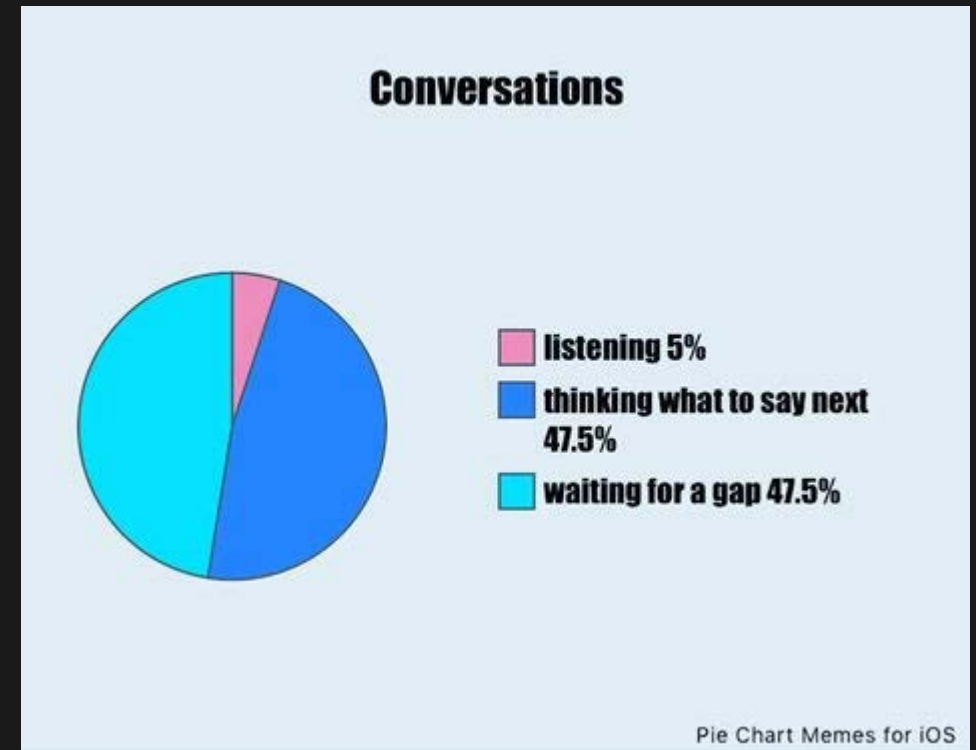4. develop strategies for connecting with others.

Active Listening

- Why?
- How?
- Practice…

Why do Active Listening?

- Builds relationships
- Creates a sense of belonging
- Develops safety and security
- Ultimately… stronger teams

Conversations

- listening 5%
- thinking what to say next 47.5%
- waiting for a gap 47.5%

Pie Chart Memes for iOS

How do I do Active Listening?

Sensing

All about attention and focus

Processing

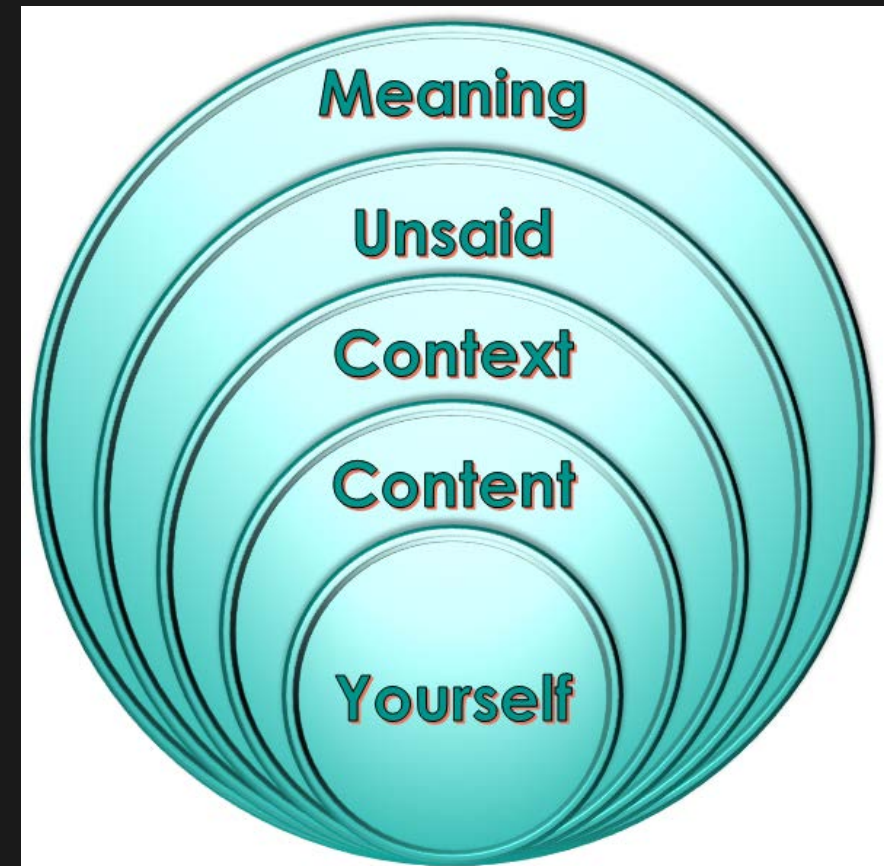Stay receptive and keep track of content

Responding

Acknowledge, paraphrase, and ask questions

Five Levels: Quality Listening

1. Listening to yourself
2. Listening for conte<u>n</u>t
3. Listening for conte<u>x</u>t
4. Listening for the unsaid
5. Listening for meaning

Source: Oscar Trimboli

Practicing Active Listening:
Yes, And exercise...

Speaker #1

➢ Say a sentence to your partner.

Speaker #2

➢ Your sentence must begin with the last word of your partner's sentence.

Continue a conversation for one minute.

Example:

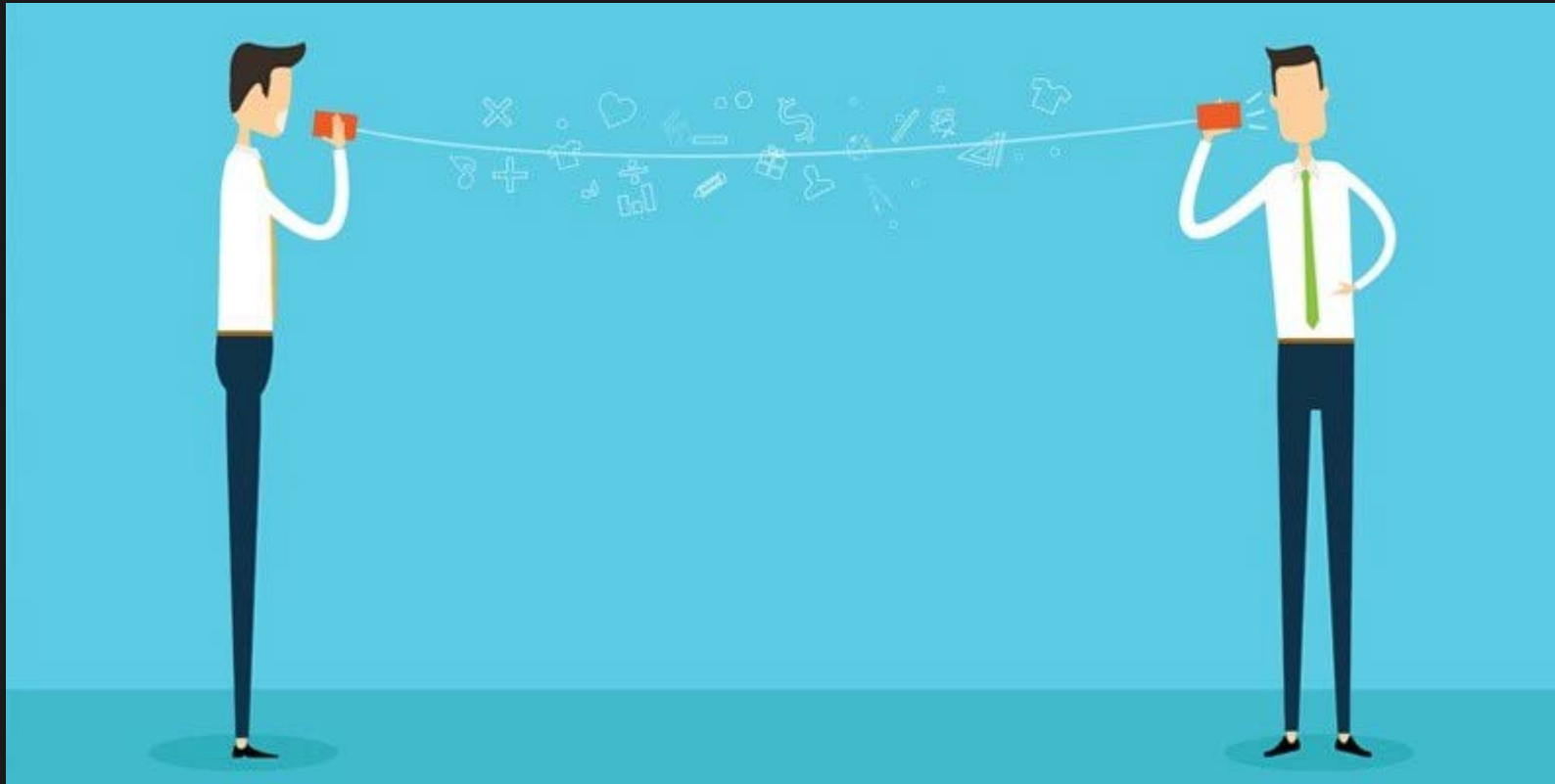Speaker 1: No matter what I do, I always fail my math tests.

Speaker 2: Tests – I've never been good at them.
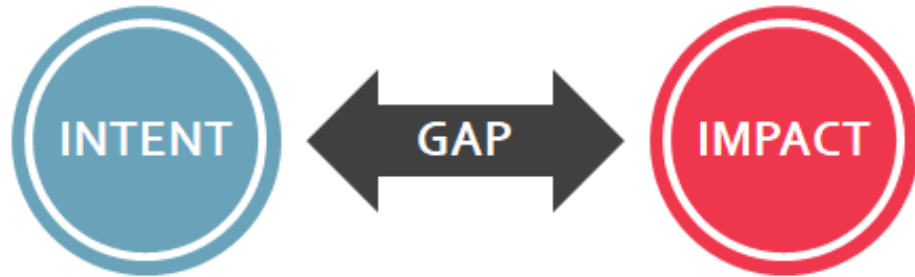
What did you notice?

- What did it feel like as the first speaker? The second speaker?

- What was the impact of having to use the last word?

- What worked well? What didn't work?

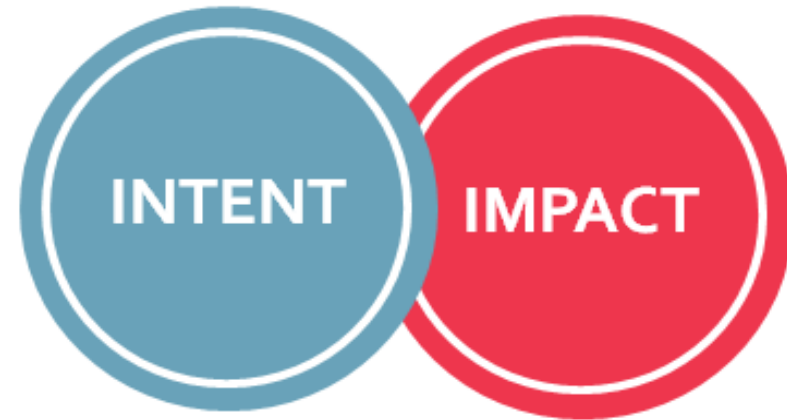# Using Active Listening for Reciprocal Communication

Intent Impact Model

Intent Impact Model

What Next? Use Active Listening to Boost Communication

- "Clear is kind" | Overcommunicate
- Video versus phone
- Work hours
- Regular progress notes

Source: Brene Brown

Creating Space to Connect

- Communicate parameters
- Create an effective workspace
- Minimize distractions
- Set up technology

To Sum It All Up…

- Use active listening to strengthen connections
    - Sensing
    - Processing
    - Responding

- Over communicate expectations

- Create effective environment for reciprocal communication

What is one strategy you will use this week to improve connection?
Comment in Chat box!

More To Know…

- *CoI Framework | CoI.* (n.d.). Retrieved April 1, 2020, from https://coi.athabascau.ca/coi-model/
- Coombes, L. P. and E. (2020, March 17). *23 Essential Tips for Working Remotely*. Inc.Com. https://www.inc.com/lindsey-pollak-eileen-coombes/remote-work-home-productivity-communication-self-care-morale-team.html)
- *Transitioning to Remote Work*. (n.d.). Retrieved April 1, 2020, from https://er.educause.edu/blogs/2020/3/transitioning-to-remote-work
- How to Work From Home With Children. *The New York Times*. https://thewirecutter.com/blog/how-to-stay-sane-when-working-from-home-with-children/
- The Dos and Don'ts of Online Video Meetings—The New York Times. (n.d.). Retrieved April 1, 2020 https://www.nytimes.com/2020/03/25/technology/personaltech/online-video-meetings-etiquette-virus.html
- Chen, B. X. (2020, March 18). The Tech Headaches of Working From Home and How to Remedy Them. The New York Times. https://www.nytimes.com/2020/03/18/technology/personaltech/working-from-home-problems-solutions.html

Resources Regarding Communication and Inclusivity

- *Strike for Black Lives*. Particles for Justice. (n.d.). Retrieved June 9, 2020. https://www.particlesforjustice.org/resources

- *Diversity, Equity, and Student Success*. Association of American Colleges & Universities. (n.d.). Retrieved June 9, 2020 https://www.aacu.org/diversity-equity-and-student-success

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