



Welcome Back!

Agency, Authority, and Identity!

Ladder of Inference!

Active Listening

- **Find a partner**
- **Identify partner A
and partner B**

**Partner A tell your
story to Partner B**

What happened?

Big Bang Theory

Active Listening

- **Acknowledge your understanding by repeating key words or checking for understanding**

● use “and” instead of
“but”

● Be present and not
distracted

- **be keenly aware of the “speed” you are going and how that matches up with the other person**

- **Establish rapport**
- **Make eye contact**
- **Acknowledge distractions**
- **Take notes**

Four key elements

- **Acknowledge** what you hear
- **Encourage** him/her to say more
- **Explore** his/her perspective
- **Check** your understanding

Let's try this again

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- **Encourage** him/her to say more
- **Explore** his/her perspective
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Making Requests

- **What are the reasons why requests of you do not get fulfilled?**
- **What about requests you make of others?**

● **What will help you make better commitments/ agreements?**

● **when you make requests?**

● **when you give responses?**

- **How do you prioritize when receiving multiple requests?**
- **If the request is not a priority, what do you do with it?**

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- **If the request is not a priority, what do you do with it?**

Making Requests

I have a request...

- **“Will you...” “Could you...”**
- **Who? (requestor & recipient)**
- **What? (future action & conditions for satisfaction)**
- **When? (time and priority)**
- **Why? (relevance or consequences of not fulfilling the request)**

● As a listener:

- Accept: "Yes, I will do that."
- Decline: "No, I won't be able to do that."
- Alternative: "I have an alternative, what do you think?"
- Commit later: "I am not sure I can do that. I'll let you know by_____."