



# Levels of listening activity

## Level 1 - The Storyteller

Directions: Listen for the facilitators instructions. Usually triads will be formed with the three roles being as follows:

**The Storyteller** - tells a story based on a prompt

**The Listener** - listens using guidance

**The Observer** - a 3rd party there to provide perspective and observations.

**This page is for the Storyteller.** Your prompt is below. You may write down any notes to help guide your story but your job is to just tell your story as-if you're speaking to a co-worker.

### The prompt

Tell a story about a trip you took.  
Describe the trip using high points and that things did not go well.

### Prepare

Take any notes to help craft your story here.



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### The guidance

As you listen to the story, immediately connect it to your own experiences. Offer your opinion about whatever the storyteller is saying. Give advice about what they "should" have done, based on your experience. Interrupt as needed, just get your point across!

### Prepare

Take any notes to help you execute your guidance here.



# Levels of listening activity

## Level 2 - The Storyteller

Directions: Listen for the facilitators instructions. Usually triads will be formed with the three roles being as follows:

**The Storyteller** - tells a story based on a prompt

**The Listener** - listens using guidance

**The Observer** - a 3rd party there to provide perspective and observations.

**This page is for the Storyteller.** Your prompt is below. You may write down any notes to help guide your story but your job is to just tell your story as-if you're speaking to a co-worker.

### The prompt

Tell another story about a trip you took.  
Describe the trip using high points and that things did not go well.

### Prepare

Take any notes to help craft your story here.



# Levels of listening activity

## Level 2 - The Listener

Directions: Listen for the facilitators instructions. Usually triads will be formed with the three roles being as follows:

**The Storyteller** - tells a story based on a prompt

**The Listener** - listens using guidance

**The Observer** - a 3rd party there to provide perspective and observations.

**This page is for the Listener.** Your guidance is below. You may write down any notes to help you but your job is to just tell your story as-if you're speaking to a coworker.

### The guidance

As you listen to the story, focus on what the storyteller saying. Be curious about their experience. Ask questions that clarify your understanding and go deeper into the storyteller's experience. Use the questioning techniques just learned.

### Prepare

Take any notes to help you execute your guidance here.



# Levels of listening activity

## Level 3 - The Storyteller

Directions: Listen for the facilitators instructions. Usually triads will be formed with the three roles being as follows:

**The Storyteller** - tells a story based on a prompt

**The Listener** - listens using guidance

**The Observer** - a 3rd party there to provide perspective and observations.

**This page is for the Storyteller.** Your prompt is below. You may write down any notes to help guide your story but your job is to just tell your story as-if you're speaking to a co-worker.

### The prompt

Tell yet another story about a trip you took.  
Describe the trip using high points and that things did not go well.

### Prepare

Take any notes to help craft your story here.



# Levels of listening activity

## Level 3 - The Listener

Directions: Listen for the facilitators instructions. Usually triads will be formed with the three roles being as follows:

**The Storyteller** - tells a story based on a prompt

**The Listener** - listens using guidance

**The Observer** - a 3rd party there to provide perspective and observations.

**This page is for the Listener.** Your guidance is below. You may write down any notes to help you but your job is to just tell your story as-if you're speaking to a coworker.

### The guidance

As you listen to the story, use the same techniques in the level 2 exercise but also focus on what is happening between the two of you and external stimuli. What is not being said? What is going on in the room? What is the storytellers body language telling you? What is your intuition telling you?

### Prepare

Take any notes to help you execute your guidance here.

# May I ask a question? Activity worksheet

Directions: Work through the worksheet as-if you had a conversation to coach. If exercising, try using a recent situation that either needed a coaching or could have went better.

## Prepare for the coaching.

What is the opportunity?

How did you discover the opportunity?

## Which types of questions will help facilitate the conversation?

Question type	Utility	Example
Vision	Explore vision, goals, purpose	What is the goal/purpose?
Explorative	Opens avenues and insights	Have you thought about?
Affective	Invite respondent to share feelings	How do you feel about?
Reflective	Encourage more exploration and elaboration	What do you think causes this?
Probing	Did deeper, examine more thoroughly	Could you (describe, clarify, explain, elaborate, expand)?
Analytical	Examine causes	What are the risks or benefits?
Clarifying	Free us from ambiguity	What specifically did you mean?
Reframing	Explore angles of situation, move past complaining	What is another explanation for that?
Action	Move to commitment / action	What is one action you will commit to?

## Practice the conversation.

# G.R.O.W. Activity worksheet

Directions: It's time to put everything we have covered, in to practice. Use this worksheet to prepare for your next coaching. Then deliver the coaching to a peer.

## Prepare for the coaching.

**What is the opportunity?**

**How did you discover the opportunity?**

**What feelings or opinions of the employee may cause fixed mindset?**

**How can you have empathy toward the employee's situation / actions?**

## Deliver the coaching and take notes.

**Goal**

**Reality**

**Options**

**Will**

Additional notes