



# Peer Activity: OHAAT Own It

## Active Listening

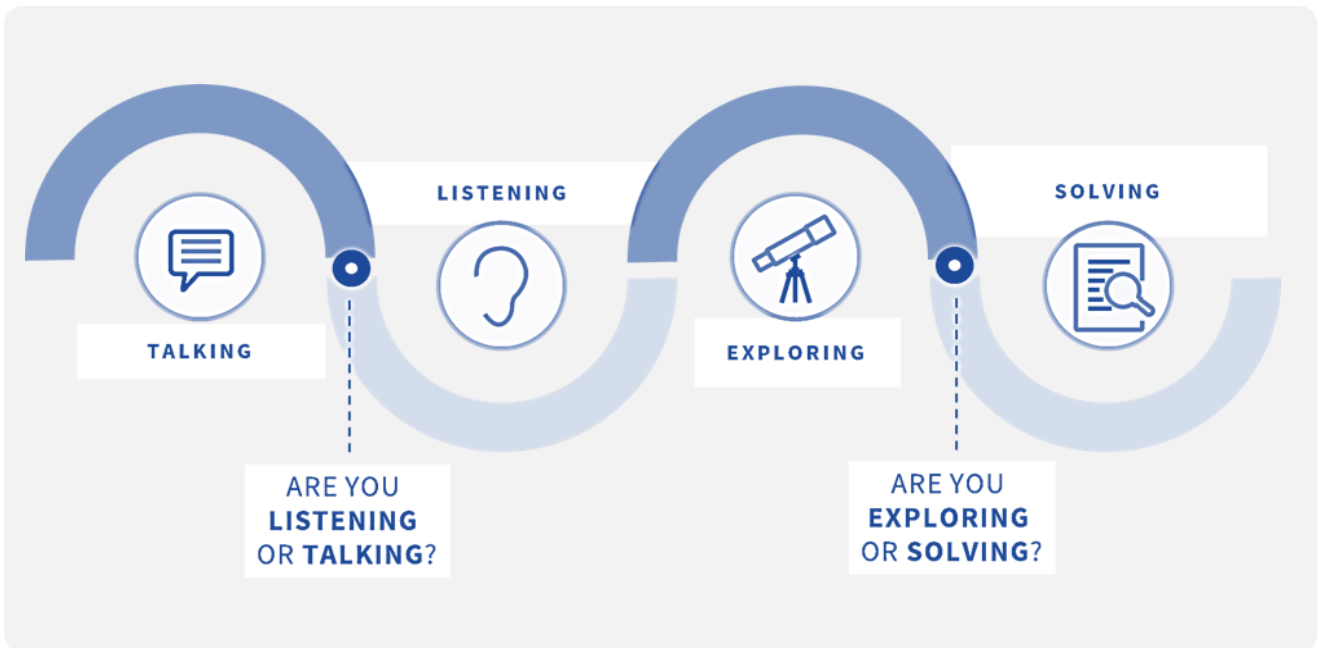
15 – 30 minutes

To **Own it** and be accountable means to be committed to succeed, and therefore to take ownership of outcomes. It means owning success as well as failures and creating a climate of safety to admit when we're wrong and learn from it. Integrity is central to this. To be accountable also means to take ownership of your own development.

### Activity overview

Active listening requires us to **consider**:

- What are the person's feelings behind their words?
- What is the person meaning but not saying?
- What are their assumptions, belief systems, and concerns?
- When we listen, are we being caring and compassionate, with our focus squarely on the speaker, or are we trying to drive our own agenda and desired outcome?
- What's going on in our head as we listen?
- Are we judgemental, biased, distracted, or does the other person perceive us as carefully attentive?
- What signals are we sending as we listen?
- How are we affecting the relationship and the conversation?
- Are we listening to understand or listening to respond?



## Instructions

**Connect with a colleague** to practice some active listening exercises.

### Speaker:

Identify a challenging situation.  
Talk about the situation for 2-3 minutes

### Listener:

Listen deeply, be as involved, and engaged as appropriate. You **CANNOT** use the words **I, Me, or My**

**Switch** roles after **2 -3 minutes** and then take a few minutes to debrief on your experience.

Consider the following:

#### As a listener:

- Did you want to 'solve' the problem for the speaker? Were you thinking about that or focused on the speaker?
- How did it feel not being able to use the words I, Me or My?
- What did the speaker's non-verbal communication convey about the challenge they're facing? How congruent was the verbal & the non-verbal communication?
- How did you manage to keep the conversation flowing?
- How difficult was it to maintain focus on the other person?

#### As a speaker:

- Did you feel listened to? How did it feel to be heard?
- Did you feel the listener was truly present with you?
- What did they do to demonstrate that?