

Leadership Starts with Listening

Amplify your Impact

@heidihelfand



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4:25 - 5:05, 40 mins





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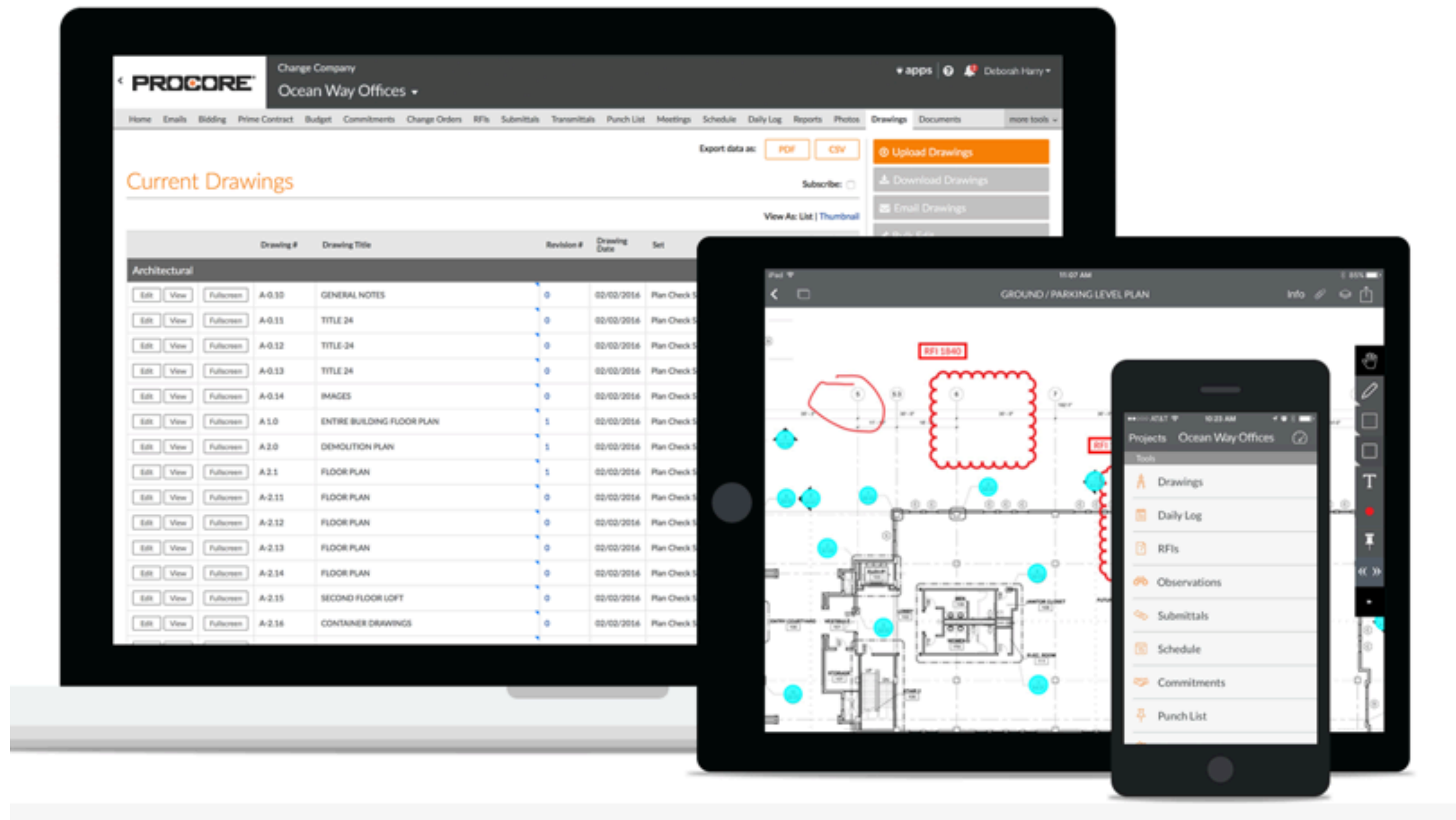
3 Tools **to Amplify Your Impact &** **Generate Leaders**

Increase #ownership

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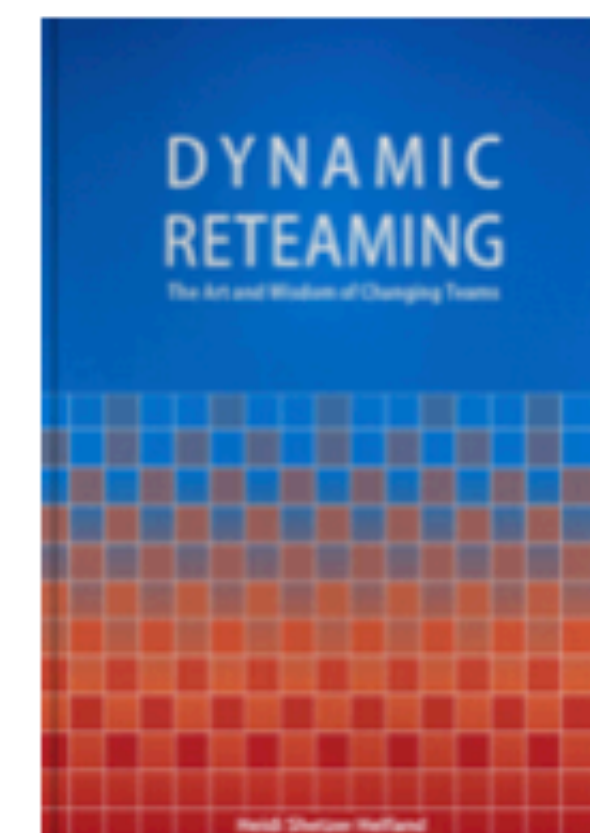
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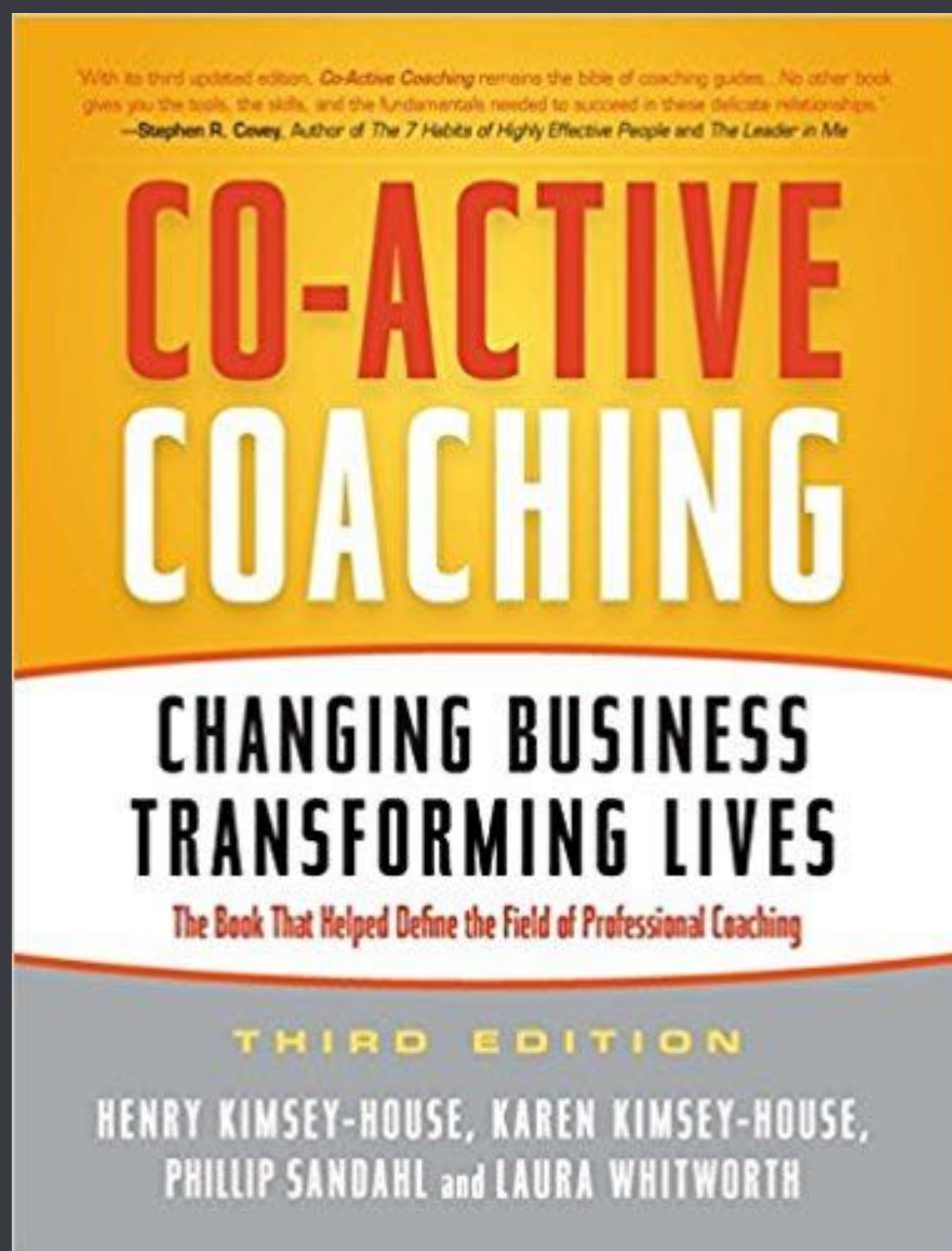
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TOOL #1

LISTENING LEVELS

LEVEL 1 INWARD FOCUSED







LEVEL 2 ATTENTION OUT







LEVEL 3 BODY LANGUAGE ENVIRONMENT









- **LEVEL 1** INWARD FOCUSED
- **LEVEL 2** ATTENTION OUT
- **LEVEL 3** BODY LANGUAGE/
ENVIRONMENT
- **Lock it in!**

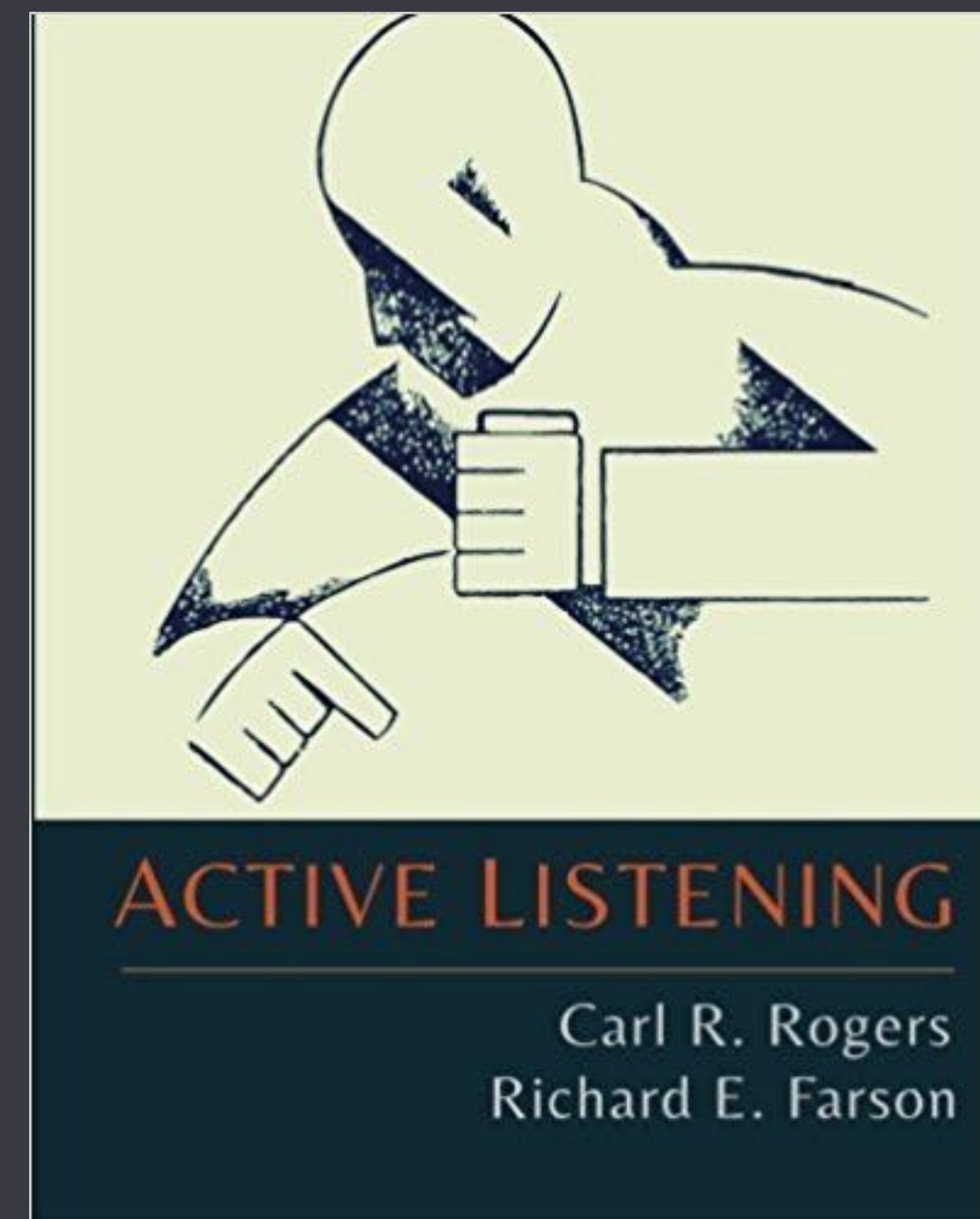
TOOL #2

MIRROR BACK





SAY IT BACK EXACTLY OR PARAPHRASE IT

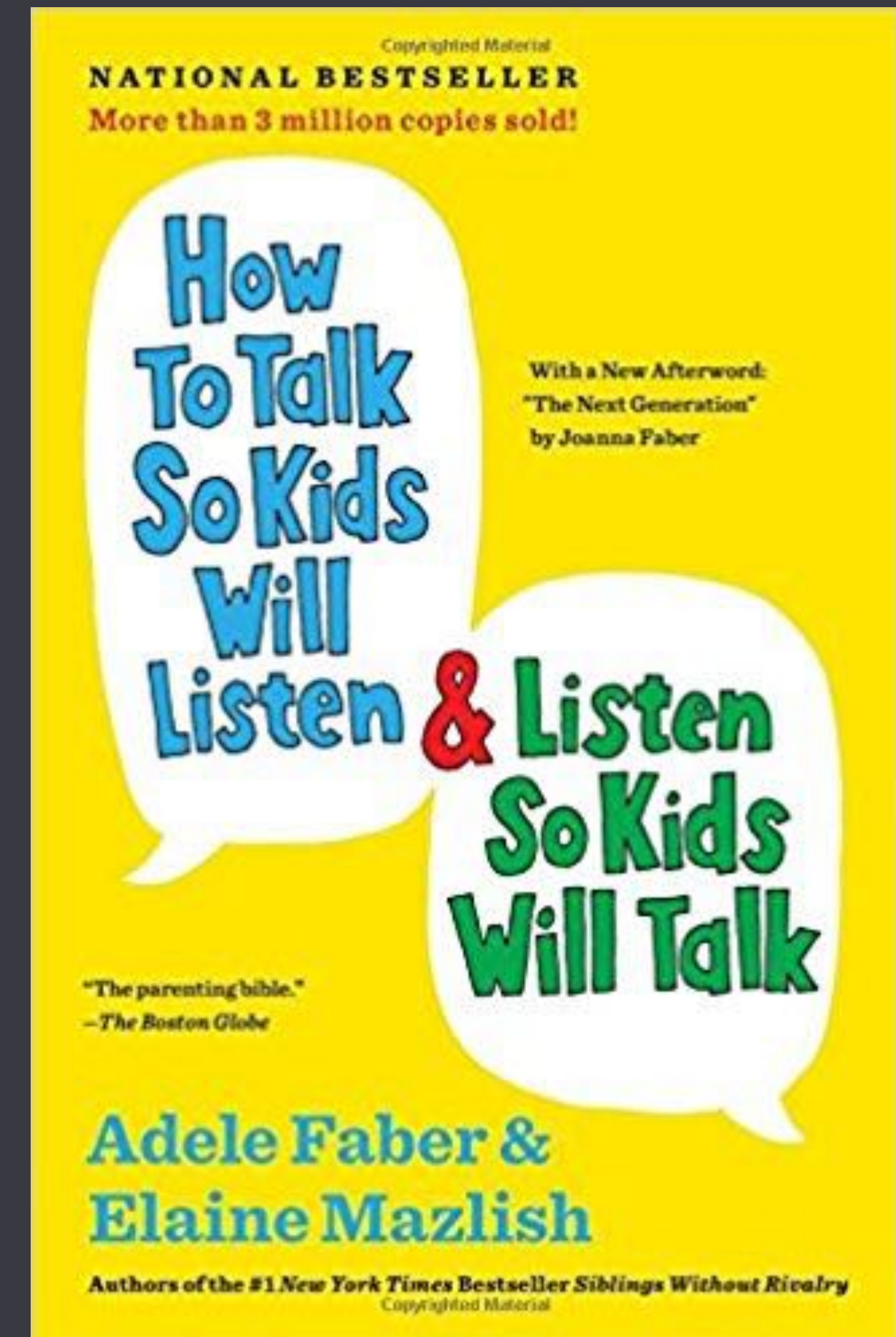


ACKNOWLEDGE FEELINGS

“YOU SOUND RELIEVED.”

WHAT AN EXCITING SITUATION!

THAT MUST BE REALLY CHALLENGING.



A large tortoise, likely a Galapagos tortoise, is walking on a gravel path. The tortoise has a dark, patterned shell with distinct orange-brown spots. It is moving towards the right side of the frame. The background consists of a grassy hill under a blue sky with scattered white clouds. A white speech bubble with a black outline is positioned in the upper right quadrant of the image, containing the text "Ask them to repeat it." in a bold, black, sans-serif font.

**Ask them to
repeat it.**

LET'S PRACTICE
STAND UP,
FIND A PARTNER

LET'S PRACTICE

PERSON A...

**HAS MORE EXPERIENCE WITH
JAVASCRIPT**

KEY GOALS

PRACTICE LISTENING & MIRRORING BACK

THINK OF...

**A CHALLENGE YOU'RE
WILLING TO SHARE**

A:
SHARE YOUR CHALLENGE

B:
LISTEN DELIBERATELY
MIRROR BACK



B:
SHARE YOUR CHALLENGE

A:
LISTEN DELIBERATELY
MIRROR BACK



**WHAT WAS THAT
LIKE?**

LET'S BUILD ON THIS

TOOL #3

“WHAT” QUESTIONS

ASK QUESTIONS SO THEY...
DISCOVER
THEIR OWN SOLUTIONS

“WHAT” QUESTIONS

WHAT DO YOU WANT?

WHAT'S IMPORTANT ABOUT THIS?

WHAT'S ONE STEP YOU COULD TAKE?

LET'S PRACTICE

FIND A NEW PARTNER

LET'S PRACTICE

PERSON A...

**HAS A BIRTHDAY CLOSEST TO
TODAY**

A:

SHARE YOUR CHALLENGE

B:

**LISTEN, MIRROR BACK, ASK
WHAT QUESTIONS**

- 1 What do you want?**
- 2 What's important about this?**
- 3 What's one step you could take?**

B:

SHARE YOUR CHALLENGE

A:

**LISTEN, MIRROR BACK, ASK
WHAT QUESTIONS**

- 1 What do you want?**
- 2 What's important about this?**
- 3 What's one step you could take?**

WHAT WAS THAT LIKE?

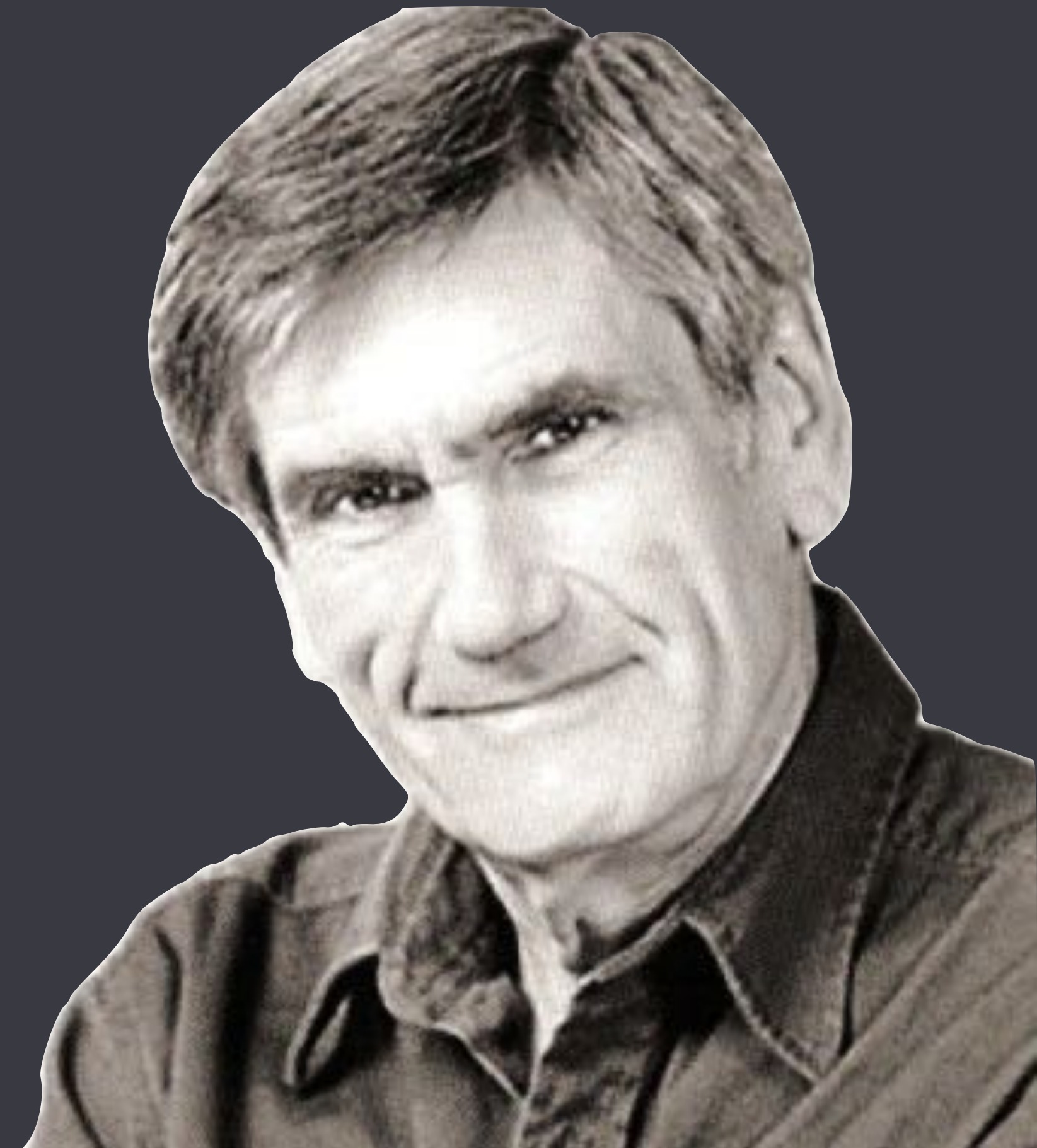
SUMMARY

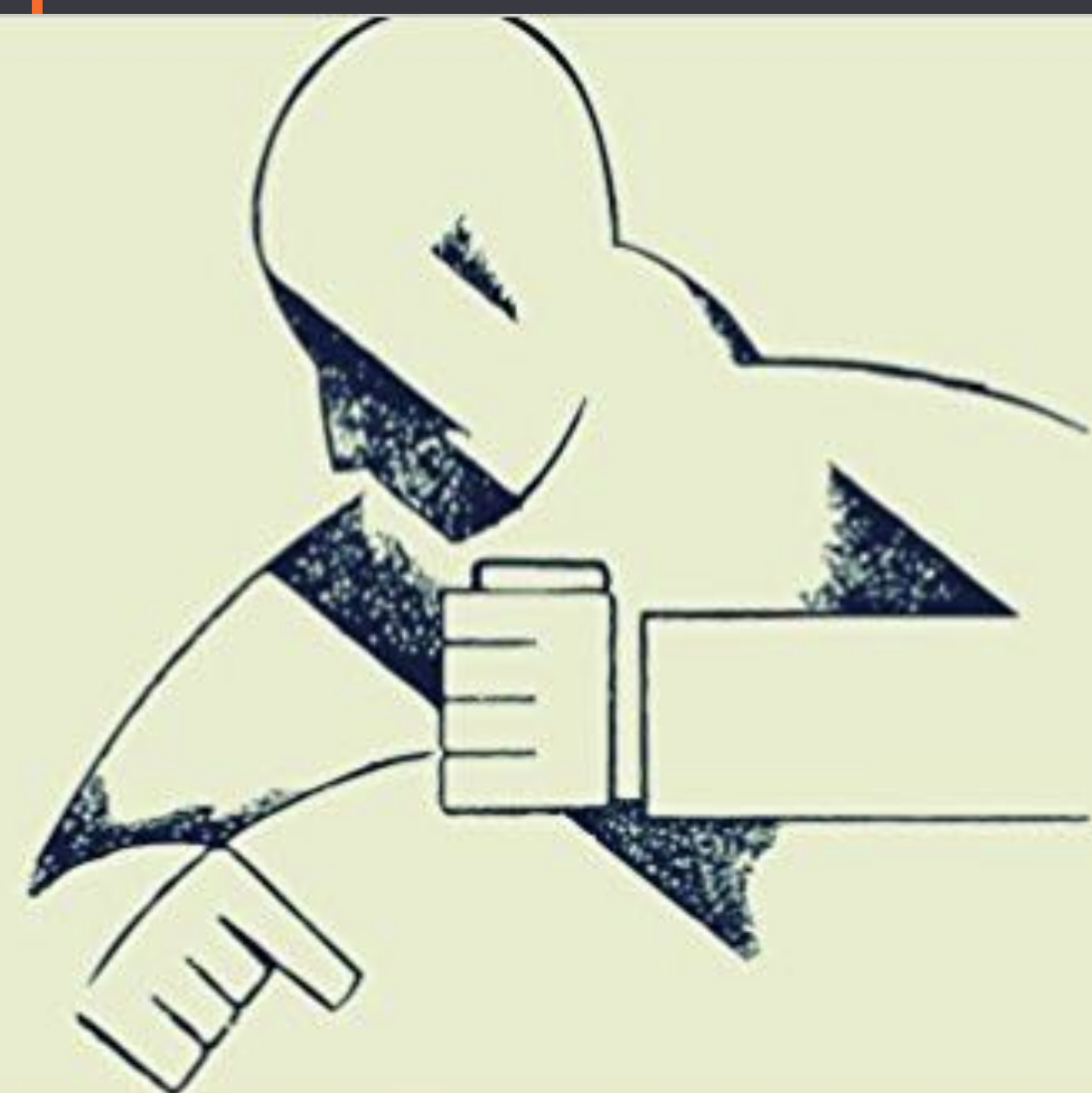
3 TOOLS

- LISTENING LEVELS
- MIRROR BACK
- WHAT QUESTIONS

**Don't just do
something, stand there.**

-Marshall B. Rosenberg





ACTIVE LISTENING

Carl R. Rogers
Richard E. Farson

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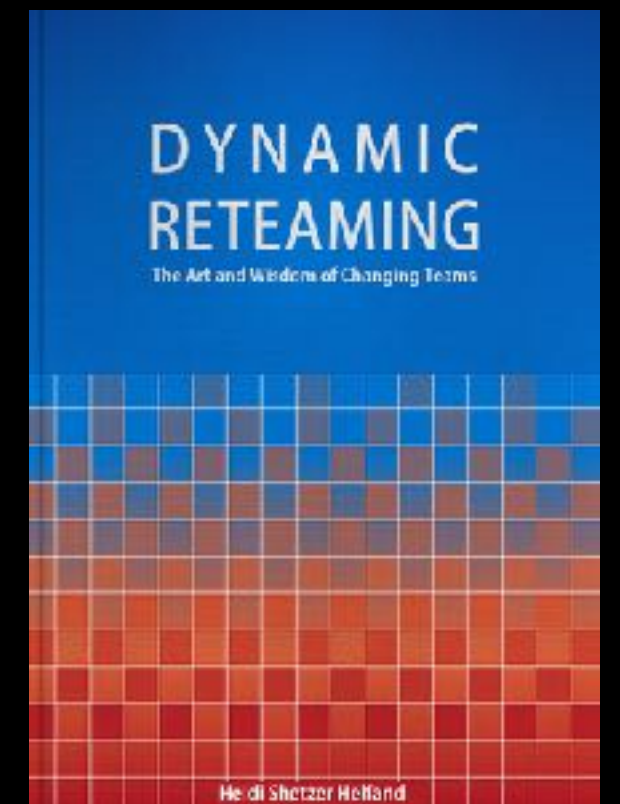
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UPCOMING EVENTS

HEIDI HELFAND



- June 25 - Dynamic Reteaming workshop
- June 26 - Coaching the Team System workshop
- June 28 - Dynamic Reteaming Talk



- July 16 - A Practical Introduction to Coaching Conversations Workshop (3.5 hours)



- Sept 4 - Dynamic Reteaming workshop

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