### Active Listening Habits
- Stop talking
- Don’t interrupt
- Ask questions
- Pay attention. Be open
- Look, act, and be interested
- Respect the individual
- Observe non-verbal behavior
- Rephrase, to ensure understanding
- Keep eye contact
- Offer feedback, if asked for it
- Be yourself – relaxed and calm
- Stop talking

### Benefits of Active Listening
- Minimizes Conflict
- Builds Trust
- Improves Understanding
- Avoids Misunderstandings
- Encourages People to open up
- Increases problem solving
- Assures the minority is heard
Communication: Active Listening Workshop

**Poor Listening Habits**

- Pretending to pay attention
- Doing other things while listening
- Deciding the subject is uninteresting
- Getting emotionally involved and losing the main thread of the discussion
- Focusing on distractions instead of what is being said

**Obstacles to Active Listening**

- Fear of change
- Judgment
- Criticism
- Interrupting
- Jumping to conclusions
- Selective listening

**Program Tools Useful for Active Listening**

(to assist in the small group exercise)

<table>
<thead>
<tr>
<th>Tool</th>
<th>How to use</th>
</tr>
</thead>
<tbody>
<tr>
<td>Serenity Prayer</td>
<td>Useful to say before discussion</td>
</tr>
<tr>
<td>Steps</td>
<td>Keep in mind our powerlessness and our inventory</td>
</tr>
<tr>
<td>Slogans</td>
<td>How Important Is It? “Think”</td>
</tr>
<tr>
<td>CAL</td>
<td>Reading our literature has given us insight into others’ thoughts and fears</td>
</tr>
<tr>
<td>Meetings/Group Conscience</td>
<td>Realization of unity</td>
</tr>
<tr>
<td>Sponsorship</td>
<td>Talk with others/reason things out</td>
</tr>
<tr>
<td>Detachment with love</td>
<td>“Live and Let Live”</td>
</tr>
<tr>
<td>Prayer and Meditation</td>
<td>Take time before speaking</td>
</tr>
<tr>
<td>Service/Fellowship</td>
<td>Learn how to work together</td>
</tr>
<tr>
<td>Identifying a Higher Power</td>
<td>Keeping the spiritual connection</td>
</tr>
</tbody>
</table>

All of the tools of the program can be used as a way of making us better and more compassionate listeners.
Communication: Active Listening Workshop

Communication Strategies

Preparing for a Presentation:

- Prepare ahead of time
- Before presenting, be in touch with your Higher Power
- Make a list of things to be reported
- Write down topics, formats, and time required for your presentation
- Verify information prior to presenting (Conference mentor, Trustee contact, Service Manual)
- Always have a plan B, in case of problems (technology or people not doing what they had promised)
- Don’t be afraid to ask for help

Presenting Yourself:

- Dress for the occasion. You don’t need to over-dress
- Make yourself available after your presentation
- Show enthusiasm
- Smile—a frown is not going to bring enthusiasm from the audience
- Be positive
- Understand the concept of abundance
- Let the audience know that we don’t have all the answers, but we can get them

Know your Audience:

- Know the types of presentations your audience prefers
- Be sure the type of presentation is appropriate for the audience. Assemblies may need a different presentation than you would use at local workshops
- Be familiar with local issues that may come up
- Emphasize it's "we" not "them and us"

Written Reports:

- Contribute to your Area Newsletter
- Hand out reports at Assemblies and AWSC meetings
- Updates at Assemblies and AWSC meetings
- Create a Q&A sheet to be posted on the Area Web site or to DRs
Communication: Active Listening Workshop

PowerPoint and Technologies:

- Use pictures and written slides. This helps the audience visualize what you are talking about. Charts are also effective
- The “notes” section can be used to script a presentation

Delivery Techniques:

- Frame your presentation (give an outline of the presentation and background information)
- Make yourself available after your presentation. Ask interested people to sit with the presenter at the next meal
- Use creative ways to communicate between assemblies (e-mails, Web sites, and evolving technologies)
- Give handouts
- Use pictures, graphics, written slides, and animated text to help people to visualize
- Charts can be effective

Shared Leadership:

- Involve your audience (e.g. reading quotes)
- Visual presentations (e.g. skits)
- Have local members do part of the presentation or workshop

Interesting and Exciting Reports that Engage the Audience:

- Be enthusiastic and the response will be enthusiastic. Enthusiasm is contagious
- Use a variety of ways to report (PowerPoint presentations, skits, visuals, etc.)
- Put some humor into your presentation
- Insert some of the fun times you have had
- Insert personal stories
- Encourage audience participation, give them time to share their ideas on what you are reporting; possibly include upcoming events
- Have a 15-minute Q&A session
- Develop games or PowerPoint modules
- Balance interesting stories with content of material
Communication: Active Listening Workshop

Reporting without Technology:

- Use display boards
- Skits—write your own or use Conference skits
- Upcoming events board with forms and information
- Finance board with Appeal Letter, bequest, and birthday envelopes
- Be available to answer questions and talk to people

Communication and Reporting Skills Workshop

Gallery walk questions:

#1 What would help you be comfortable and confident, when doing presentations?

#2 What do you know about your audience’s needs?

#3 How do you decide which presentation method would work best for you (PowerPoint, workshop, etc.)?

#4 How can you incorporate humor and vitality into your presentations?

#5 How can Conference members coach and empower others?

#6 How do you frame your topic to introduce the presentation?

#7 How do you decide what to report?

#8 What ways can you use to report large chunks of information?

- Participants will be asked to split in groups of eight for the gallery walk.
- Groups will have four minutes at each station.
- We will not have recorders.
- In the last ten minutes, we will invite participants to briefly say what they have learned.

Gallery sheets will be compiled by the presenters and posted on e-Communities.