



THE DISCIPLINED LISTENING METHOD

COLLEGE READINESS CONVERSATIONS

INQUASIVE

Strategic. Ethical. Persuasion.

UCPS
UNION COUNTY PUBLIC SCHOOLS

SEVEN STAGES OF CONTENTIOUS CONVERSATIONS

- Pre-Conversation
- Introduction
- Begin to listen
- Internalization and self-talk
- Determine what to say and when to speak
- Choose to continue participating
- Post conversation follow up





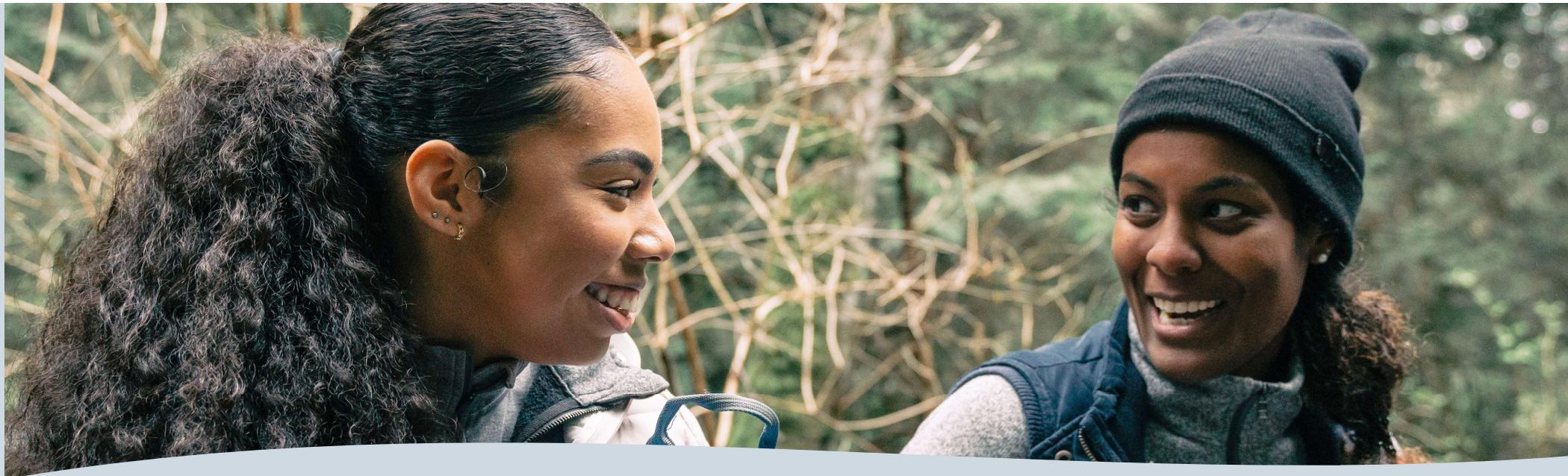
BARRIERS TO THE TRUTH

- People react the strongest to what they observe first
- People interpret how we communicate as proof of how much we respect them
- People need to protect their self-images
- The largest fear that stops most adults from sharing feelings and ideas is embarrassment
- The most common reason people lie is to avoid a consequence

DANGEROUS DISTRACTIONS

- Expectations
- Internal monologue
- The ticking clock





RETHINK LISTENING

- Relish your lack of control
- Allow yourself to be surprised
- Listen to how people feel
- Respond with:
 - “That’s a valid perspective”
 - “You’re right, I don’t”



DISCIPLINED LISTENERS...

- Understand how every interaction potentially impacts their long- and short-term goals
- Leverage their perceived weaknesses to develop their communication strategies
- Allow their conversations to come to them
- Identify strategic intelligence by evaluating their counterparts' communication for indications of comfort and discomfort
- Adapt their strategies to integrate the intelligence they acquire
- Encourage their counterparts to always protect their self-images'
- Build trust equity through post conversation follow up

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