

MODULE FOUR



Module Four will prepare you to employ communication and analysis skills that are essential for conversational leadership, including ground rules, conversation starters, questions, and techniques for managing challenging behavior.

Ground Rules

Draft a script to introduce yourself and what ground rules you think you will need for the conversation you're planning.

Write a few sentences that you could use to **introduce yourself** to participants at the beginning of the discussion and **explain the idea of ground rules**.

“ *Hi, my name is...*

”

List some **ground rules** you feel will be important for this conversation.



Facilitation Techniques: Conversation Starters and Question Design

Write down some basic questions for your conversation.



What are your ideas for how you will **break the ice** and get your conversation started?



What are your **opening** questions?



What are the questions you will have to **keep** the conversation going?



What are the questions that may come **later** in the conversation, identifying ideas or potential actions?



Types of Active Listening

PARAPHRASING:

What it is:

Stating briefly, in your own words, what you understand a person to have said.

Paraphrasing focuses on the actual content of what the person said—not any potential underlying feelings or motivations.

Why you use it:

It shows you are interested in the person and are willing to try to understand them.

What it looks like:

“What I hear you saying is... is that correct?”

If they say no, ask them to clarify.

Example Sentence**Starters:**

“What I hear you saying is...”

or “My understanding of what you said is...”

SUMMARIZING:

What it is:

Restating key information that has been shared to improve group understanding. Identify areas participants have in common, and note differences as well.

Why you use it:

Summarizing clarifies statements and keeps participants on the same page, and is particularly best after several participants have spoken.

It also helps a recorder capture any information they may have missed!

What it looks like:

“We have been discussing this question for a while. To recap, here are some of the common views I heard...

and also some areas where we disagree...

is there anything I missed?”

Example sentence starters:

“To recap, here is what I’ve heard so far...”

or “Let me confirm our understanding of the conversation so far...”

REFRAMING:

What it is:

A technique for diffusing loaded or angry statements. Reframing restates the individual’s comment in a neutral and calm way, by focusing on the key value or concern behind the sentiment.

Why you use it:

This helps diffuse any discomfort or potential conflict, and helps participants to hear the speaker’s underlying meaning without the emotions behind it or the language originally used.

Note: this should not be used for racist or derogatory statements, which should be addressed directly.

What it looks like:

This: “I hate the way that this group advocates for their view by trying to indoctrinate young people.”

Becomes: “It sounds like you have concerns about the tactics used by this group.”

Example sentence starters:

“It sounds like...”

or “If I understand you correctly...”



Facilitation Techniques: Active Listening

Note which active listening techniques you feel you need to practice most:

PARAPHRASING

SUMMARIZING

REFRAMING

CREATE REMINDERS

Create reminders for yourself about how to practice these techniques in the moment during a conversation.





Conflict Management/Challenging Behaviors

What are the challenging behaviors that you feel you need the most preparation to respond to?

————— • *Write a few practice responses or actions you could take to address these behaviors.*

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