

Course Project: Part One—Establishing Your Listening Intentions

Instructions: Part one of this project is split into two sections: Section A builds on the activity ‘Audit Your Listening’ that you completed earlier in this course. (If you have not completed it, you should do so now.) In section B, you’ll look at a situation that would benefit from advanced listening and set intentions for that specific interaction. After completing both sections, save your work and return to the course. You’ll submit the fully completed project at the end of the course.

Section A: Lessons for Your Listening Audit

Answer the questions outlined in the table below regarding your listening audit.

Reflect on your listening log and record the biggest and most frequently occurring barrier blocking you from listening effectively. Knowing the barrier, outline how you plan to avoid this in upcoming interactions.
<u>My biggest barrier is being stuck in level one listening. I happen to sometimes drift into level two to become more effective at initializing decision making for a team effort. Global listening or level three listening has become increasingly interesting too me and I intend on practicing level two listening all of the time to begin to become an effective level 3 listener with practice in the future.</u>
Based on what you found facilitated your level 2 and 3 listing, what changes or strategies will you use to increase your ability to listen in upcoming situations?
<u>I think that I will drop my current mental and productivity activity during interaction for conversation to become more focused on implementation of my level two listening to facilitate more level 3 listening with practice. This will involve more eye contact, asking questions, minimizing distractions carrying forward a thread in the discussion to move the conversation forward, reading nonverbal cues, and absorbing the environment.</u>

What overall takeaways do you have from your listening audit that will impact your communication going forward?

I think that eye contact is a total necessity in my listening audit that needs to be addressed. It will help bring confidence and command attention from the listeners to make them active in my conversation. Asking questions is also one of the key strategies I would like to begin with to make sure the conversation is productive and covers all of the necessary topics thoroughly while engaging in strategies with reading nonverbal cues and inferring emotional cues to extract more information to complete carrying forward the listening thread in the discussion for a more thorough interaction to produce useful results. Absorbing the environment to bring key attention to nonverbal cues, emotional state, cultural impact and surrounding influence is key to understanding how to advance the discussion thread to move the conversation ahead for making effective decisions individually or in a team environment.

Section B: Setting Your Listening Intentions

In this section of the project, you'll choose upcoming situations where you know you will have a chance to apply advanced listening skills. Examples include a work meeting, performance dialogue, coaching session, family discussion, planned phone call, and so on. In time, this process will become automatic even in impromptu interactions. Below, you'll choose three different interactions to work with. (These should include different people and various contexts.)

Situation One

Describe the upcoming situation, including when, where, who will be there, and other context needed.

The coming conversation will involve a discussion with executive superiors in a ad hoc meeting in a casual atmosphere. Superiors such as the CEO making normal rounds of observation of operations, the general manager absorbing executive discussion to carry out operations and myself as a associate level employee carrying out assistant supervisory duties, customer service and

	inventory duties for weekly operations.
Determine and record your intentions for the interaction. What is your role? What do you hope to achieve? (You may have more than one goal.)	My role as a customer service representative and assistant supervisor with management responsibilities for inventory and interaction with cashiers is hoping to achieve duties of team cooperation and obedience of cashiers and other associates to my role as a leader on the sales floor.
What listening behaviors will you enact to achieve your objectives for the interaction? What will you do when your attention wanders?	I think I will begin to initialize a constructive process of improving the listening behaviors to improve scenarios where problems exist. I will start with eye contact, leaning in, absorbing the environment, and minimizing distractions to bring the conversation into perspective.
Before and during the interaction, as necessary, remind yourself, "I am listening now in order to...."	I am listening now to bring the conversation into perspective and gain the attention of the cashiers, fellow sales associates and shift supervisor so they can enter into the conversation and have awareness of the subject that is beginning to open up for conversation as a team.
After the interaction, reflect on the degree to which you met your intentions for the process and outcome. Did you behave as intended, and did you achieve your goals?	I think a lot of work is going to be needed to reign in the attention of the team and assistance of the general manger is going to be needed. Bringing in the CEO to bring to his attention that restructuring of duties that operate in a silo and are non-compliant with a team structure for optimal leadership style results that function outside of autocratic leadership styles when development driven results are necessary is a must at this point to start asking questions and carry on a thread to move the discussion forward to start to enter into level 3 listening because everyone is on the same page!!
What was the impact on the other person? What did you learn from the interaction?	I think I learned that there is an interest in bringing the problem into order to resolve the issue with insubordination effecting teamwork and leadership standards.

Situation Two	
Describe the upcoming situation, including when, where, who will be there, and other context needed.	The upcoming situation will be informal and casual in the office outside of operational front lines for business development and customer service. Executive management as the CEO and sales management will be in attendance.
Determine and record your intentions for the interaction. What is your role? What do you hope to achieve? (You may have more than one goal.)	My intention is to defuse friction with the sales management position due to declining sales. My role is in customer service, sales desk operations supervision, and inventory management. I hope to bring more autonomy into my role from the sales manager for self-promotion, increased visibility for promotion, and more professional communication tones and methods.
What listening behaviors will you enact to achieve your objectives for the interaction? What will you do when your attention wanders?	Mirroring the body language and expressions of the sales manager to exact a understanding that a more professional atmosphere is required to accomplish the objectives that are currently advancing in operations. Bringing a situation where responses carry on a thread of discussion and move the conversation forward would be ideal to resolving the current problem and creating new opportunities for business and my advancement in the company.
Before and during the interaction, as necessary, remind yourself, "I am listening now in order to...."	I am listening now in order to cooperate with the executive bringing the situation of ineffective communication under control and opening the door for business and my employee's advancement.
After the interaction, reflect on the degree to which you met your intentions for the process and outcome. Did you behave as intended, and did you achieve your goals?	I did meet my goals with cooperating buy listening for resolving the issue of a more professional atmosphere because of the executive authority. I think this resulted from mirroring the body language and expressions of the other person. However, bringing the situation forward where responses carry on a thread of discussion and move the conversation forward for the opportunities I sought was a negative and did not result in improvements of operational or human resource advancement.

<p>What was the impact on the other person? What did you learn from the interaction?</p>	<p>The impact of the other person was that a more professional etiquette with escalation to the next level of management due to mirroring body language and expressions of the other person could achieve the necessary goal with this issue. Beginning to open up a conversation by asking questions to receive responses to carry on the thread of discussion and move the conversation forward also resolve the issue in it's entirety. This conclusion can result in the practice of higher-level management skills opening the door to level three practice of communications to help manage better.</p>
<p>Situation Three</p>	
<p>Describe the upcoming situation, including when, where, who will be there, and other context needed.</p>	<p>Consumer interaction with customer on sales floor.</p>
<p>Determine and record your intentions for the interaction. What is your role? What do you hope to achieve? (You may have more than one goal.)</p>	<p>I intend to maintain awareness in listening level 2 to watch for the opportunity to interview consumers for interactions that lead to better sales processes. These tyoes of interactions lead to listening level 3 to gain the best insight on how to observe and listen for improvements on the ability to maximize sales retention for online sales from in store sales processes.</p>
<p>What listening behaviors will you enact to achieve your objectives for the interaction? What will you do when your attention wanders?</p>	<p>Once the process of an interview begins after listening level 2 is initiated by leaning in and asking questions with starting to minimize distractions to begin to carry on a thread of discussion and move the conversation forward listening level 3 can begin. I think that this can start to involve more adept listening for inferring emotions from cues that are not directly stated, reading nonverbal ques, absorbing the environment and, making eye contact.</p>
<p>Before and during the interaction, as necessary, remind yourself, "I am listening now in order to...."</p>	<p>I am listening now in order to fulfill a sale, advance the position of sales finalization to move it to further sales, and augment the ability to make additional online sales.</p>

<p>After the interaction, reflect on the degree to which you met your intentions for the process and outcome. Did you behave as intended, and did you achieve your goals?</p>	<p>I think that most interactions can end in the consumer opting out to purchase more, they may not be interested in being serviced for a sale to begin with, and interview opportunities are usually not the status quo. I think that from the start that drumming up the sale is a talent that takes practice and is a useful tool to incorporate in the listening process to achieve ones sales goals.</p>
<p>What was the impact on the other person? What did you learn from the interaction?</p>	<p>I think that the other person most likely will be open to a talented salesperson to reach all of the goals on the listening agenda. I also think that talented listening tools can be just as effective. I think the effect on the other person leads to less sales pressure if listening tools are deployed.</p>

Course Project: Part Two—Asking Powerful Questions

Instructions: Complete part two of the project, focusing your attention on how you can leverage powerful questions to achieve your strategic communication goals. After completing this part, save your work and return to the course. You'll submit the fully completed project in module five.

In the space below, outline a narrative describing an upcoming conversation you feel could benefit from powerful questioning. This could be a group meeting or brainstorming session, a one-on-one coaching session, or a courageous conversation. Provide enough context for your instructor to be able to give insightful feedback on the questions you have chosen.

I think my next courageous conversation can come with customer interviews. I believe powerful questioning can help dive deeper into the interview process outside of the formal questioning structure I currently utilize. Utilizing open ended questions that are neutral can help dive onto customer needs more deeply once a negative in the sales process is reached to help determine customer needs.

Return to the Aligning Questions and Goals tool and pull out at least two powerful questions that you could potentially ask in the scenario you identified above. Consider which category your scenario falls under in the tool (i.e. “Starting a conversation” or “Clearing the air”), and use that to guide choosing your questions. You can identify more than two powerful questions if you choose. You may also have a conversation with multiple directions. In that case, you may pull from several categories in the tool.

Powerful Question #1:	Substance
Powerful Question #2:	Elaboration/Exploration

Return to this page once the conversation you identified has taken place. Answer the reflection questions below to evaluate your use of powerful questions.

<p>If you had the chance to use them, what were you able to uncover by asking these questions?</p>	<p>Sometimes the consumer leaves you with a dead end. However, being able to explore the situation with your consumer can give you valuable feedback into other consumer needs other than the sales process you are currently aiming to achieve and help grow sales processes better for the future.</p>
<p>If you were unable to use them, why were you unable to do so, and is there another upcoming scenario where you could use them?</p>	<p>I think sometimes the consumer is unwilling to continue after the “Substance” powerful question is asked. I think that “Evaluation/Assessment” can help bring the sales process that the consumer wants to disengage from to a positive conclusion by looking for new opportunities from the consumer for other leads with new consumers.</p>

Course Project: Part Three—Incorporate Your Findings into Your Speech

Instructions: In this project part, you will identify an upcoming complex conversation—this can be a meeting with a supervisor, a project meeting with your team, or another important conversation—and dedicate yourself to using the phrase “Yes, and…” during that conversation. You’ll then practice using “Yes, and…” and, once the conversation occurs, reflect on how using the phrase changed the conversational outcomes.

Step One: Plan the Conversation

What upcoming complex conversation will you use “Yes, and…” in?	I can see that the upcoming conversation pertaining to Yes, and will more than likely involve conversation about sales pitches based on part one, section B, situation 3, which is implementing a drum up sales tactic with listening skills at level 2 moving into level 3.
What is the outcome you hope to achieve from this conversation? How will “Yes, and…” move you toward that outcome?	I hope to gain more insight on how to utilize global listening skills to achieve better results than the drum up method that could lead to interviews.
What potential variations of “Yes, and…” will you dedicate to use in this conversation (if not “Yes, and…” itself)?	Yes, I think.... Yes, I believe.... Yes, I agree will all expand my ability to stimulate a conversation that continues a thread and can lead to open ended conversation.

Step Two: Practice the Conversation

Take ten minutes and practice this conversation. Because it is a complex conversation, you will not be able to predict every potential element or variable. This is OK. Practice using “Yes, and…” or whatever variation(s) you choose, and

practice using the phrases in different phases of the conversation or in response to different variables. This will help prepare you to do it purposefully and naturally when the time comes.

Step Three: Reflect on the Conversation

Once you've participated in the complex conversation, reflect on your use of "Yes, and..." or its variables by answering the following question.

<p>How was your use of "Yes, and..." (or one of its variables) received? How did using the phrase or phrases lead to your desired outcome from the conversation?</p>	<p>While attempting to utilize Yes, and I noticed there is an opportunity to make the conversation more open-ended. Yes, and is received well when the consumer is open minded to suggestions, or the conversations is flowing in an open-ended manner. Yes, and promises to do well in interviews with the consumer when they are looking for feedback or sales advancements on how to obtain consumer satisfaction for their shopping experience to maximize their utility with their economic shopping experience.</p>
--	---

Course Project: Part Four—Limiting Interference to Allow for Effective Communication

Instructions: In part four of this project, you will reflect on three different conversations. Depending on when you are completing this project part, you can plan out which three conversations you'll use before you have them, or you can reflect on conversations you've had within the past two weeks. These reflections will focus on limiting interferences to create effective communication. Reflect on one of the seven types of interference covered in the course for each situation. Use the Limiting Factors That Interfere with Communication tool for guidance on what the interferences are and how to approach them.

In each reflection, you will describe the scene or context of the conversation, and you will identify the specific interference the situation addresses. Then, you will describe what you did to address the interference during the situation. You may not have done anything about the interference, or you may have taken a strong action to change it. The goal is to know how you acted in the moment to that specific element. Finally, you will reflect on the effectiveness of your reaction and describe how you can limit the interference more effectively next time. Remember that each type of interference is different, so what will work to address one interference may not work for another.

Conversation One	
What was the scene or context of the conversation?	Conversation with executive management.
What is the interference being addressed?	Physical state – Tired.
What did you do to limit the interference during this conversation?	I had took mental notes in summary and tried to carry out the duties with confidence in my abilities to succeed.

What were the results? Was it effective?	I have begun to avoid the mental state of being tired by rescheduling the activities that cause the problem so that meetings are more functional and work carried out is more effective.
What can you do next time to limit this interference in a similar situation?	I think that continuing to avoid situations where my time is exhausted for productivity and management meetings are mandatory that I will be able to curtail the problem.
Conversation Two	
What was the scene or context of the conversation?	Conversation with supervision.
What is the interference being addressed?	Physical state – In a hurry.
What did you do to limit the interference during this conversation?	I started to employ better listening skills and slowed down to assimilate information more properly. Instead of rescheduling, beginning to remove the problem at the root and implement solutions that solve the issue have boosted my confidence and esteem. This tactic has motivated me to consistently do better and mind my performance.
What were the results? Was it effective?	Results with meetings are starting to produce better listening proficiencies from mental listening audits and better productivity. It is slowly gaining traction and helping me map out solutions.
What can you do next time to limit this interference in a similar situation?	I think after my listening skills improve and I am not in a hurry I can remain calm and absorb the work orders from supervision easier to produce a more efficient and effective result.

Conversation Three	
What was the scene or context of the conversation?	Consumer service and interviewing.
What is the interference being addressed?	Environmental factors – Area likely to be interrupted. Environmental factors – Time for discussion.
What did you do to limit the interference during this conversation?	I think that slowing down with each consumer or speeding up based on the flow of traffic with customers is the answer to the situation. I have begun gearing the speed up appropriately during the holidays and think that after the holidays I can gear down.
What were the results? Was it effective?	I feel more comfortable and effective working at a fast pace during the holidays and think that gearing down after the holidays and implementing a more thorough service and interview process will be available and feasible. The results are an effective band aid that can work based on management scorecard approval.
What can you do next time to limit this interference in a similar situation?	I think that one solution is to man the department with more employees to offer more thorough service to the consumer to avoid a degradation in consumer service and utility consumption for in-store and online offerings.

Course Project: Part Five—Creating an Action Plan

Instructions: In this part of the course project, you'll complete an action plan for yourself to help guide your future efforts. This action plan follows traditional SMART methodology to help you identify steps to take on the job that are specific, measurable, action-oriented, realistic, and time-based. Specifically consider what you'll work on, how you'll apply the work, any feedback you need and how you will get it, and how you'll measure success. After completing the table below, review the fully completed project and submit it within the course.

Action Plan	
Identify an area of opportunity to focus on.	<p>Identify the specific opportunities there are for you to apply techniques covered in this course. Consider what gain will you get and how will that impact you and the people around you.</p> <p>I have opportunities as a budding executive, sales engagements, discussions with supervisors, and managers. I think my lessons in this course provide a mental reminder about how I can try and improve my communications processes. Leadership skills in communication as a budding executive to move into level 2 communications and work towards level 3 to obtain cofounders and equity investors is a critical step and practice for my concept horizons that I am incubating.</p>

<p>Define and list strategies to help you develop.</p>	<p>Identify the strategies covered in this course that you will use to address your greatest opportunities. List them below.</p> <p>My greatest opportunities to practice are communicating with level 2 with supervisors currently. I think utilizing this method to eliminate interference like exhaustion and privacy problems from outside the work environment with communication are the top priority that is immediately available.</p> <p>Working with Horizons is a challenge and can present opportunities for robust growth in these skills in front of a large and potentially national audience that I welcome, am excited about, and seek out opportunities for. It will certainly require the best communications methods available like level 3, eliminating interference like privacy problems, understanding perspectives, clearing the air, exploration, substance, developing a relationship, and most importantly starting a conversation. This means just about all factors that interfere with communication. Yes, and will certainly be a awesome way to move conversations forward with productive input and continuing a conversation thread to make progress.</p>
<p>Record the steps you'll take to implement those strategies.</p>	<p>What are the specific actions you will take to implement those strategies?</p> <p>Engaging supervisors for support, encouragement, and opportunities to listen and improve is on the current agenda for level 2 listening, eliminating exhaustion and</p>

	<p>improving privacy in communications from the outside worlds distractions and complications.</p> <p>Be as specific as you can in outlining how and when you will implement these. For example, note whether you will need to practice, enlist others to help, or keep a log.</p> <p>I will be implementing these ad hoc at work with supervisors throughout the workday. It will certainly be an opportunity to practice and build a repour for feedback and growth after developmental oppourtunities have occurred and cultivate a new skill level, better communications awareness and improvement with powerful questions being utilized. I will keep a metal log based on the content from the question below.</p>
<p>Define your timeline.</p>	<p>Identify a timeline for implementing each step.</p> <p>I think my timeline will be to implement this process throughout the winter and spring on every work shift. That will give me time to implement processes for continual improvement until the primary culprits of communications interreference like privacy and exhaustion can be eliminated. Working through periods of rest to achieve better level 2 communications and improve objectives for Horizons will be a great way to capitalize on the skills presented in this course in a compatible timeline for my goals.</p> <p>Consider what you hope to accomplish in the next month or year. When do you anticipate being successful in this area?</p>

	<p>I have already seen a success in improvements in level two listening when rest periods make my contact proficient for communication. Interference from outside the work environment like exhaustion can also be slated to be eliminated. I hope to see an improvement in privacy to eliminate communications interference that is sooner rather than later, which contributes to exhaustion problems when attempting to communicate.</p>
<p>Outline your success measures.</p>	<p>How are you going to measure your results or demonstrate that your efforts have had a positive impact?</p> <p>I think I will keep a advanced listening log monthly to track weather or not I have met my current objectives. It will tell me what type of success I have made with my goals and help keep me on track.</p> <p>Outline your measurement strategies here.</p> <p>Primary goals such as privacy interference and exhaustion interference from outside the work environment can be measured by improvements monthly in work regimen and productivity. Other measurements of goals that can help are development of level 2 communications by eliminating distractions from privacy interference to produce a more sharper and productive work response for the consumer and supervisor.</p>

	<p>Measurement for Horizons requires robust and comprehensive resources for a response. I think utilizing monitoring of networks such as alma maters, consultants, and involved professionals will help bridge resources via the network to resource hungry assets moving forward.</p>
--	--