



Module IV. SOFT

Interpersonal
Skills
Course

**Topic 2. Active
Listening**

**Lesson 3.
Asking Questions and
attitude while listening**



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In this lesson, we will learn to...



- 1. Ask relevant questions as part of our listening practice**
- 2. Review other basic tips of active listening**



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TIPS TO BECOME AN ACTIVE LISTENER



BE CURIOUS ABOUT YOUR ENVIRONMENT ABOUT OTHERS

CURIOSITY IS THE DESIRE TO KNOW OR LEARN ABOUT SOMETHING.

WITH CURIOSITY, YOU SHOW INTEREST FOR YOUR ENVIRONMENT, AND ESPECIALLY FOR WHAT PEOPLE AROUND YOU HAVE TO SAY.



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TIPS TO BECOME AN ACTIVE LISTENER



STAY FOCUSED ON WHAT IS BEING TOLD

SILENCE OTHER THOUGHTS THAT YOU MIGHT HAVE IN YOUR MIND

MAINTAIN THE **EYE CONTACT** WITH YOUR INTERLOCUTOR

REFORMULATE IN YOUR HEAD WHAT IS BEING SAID

DON'T **RUSH**

AVOID OTHER DISTRACTIONS (DON'T LOOK YOUR MOBILE PHONE)



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TIPS TO BECOME AN ACTIVE LISTENER



BAN PREJUDICES

DON'T TRY TO END OTHER'S SENTENCES

DON'T FILL IN THE BLANKS BY YOURSELF IN OTHER'S SPEECHES.

IF SOME INFORMATION IS MISSING, **DON'T ASSUME THAT YOU KNOW HOW TO FILL THIS PART**



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TIPS TO BECOME AN ACTIVE LISTENER



ASK

**ASKING QUESTIONS WILL HELP YOU TO MAKE SURE
THAT YOU UNDERSTAND CORRECTLY WHAT IS BEING SAID**

WE CAN DISTINGUISH 3 MAIN TYPES OF QUESTIONS:

YES/NO QUESTIONS

WH- QUESTIONS: WHAT, WHO, WHERE, WHEN

CHOICE QUESTION



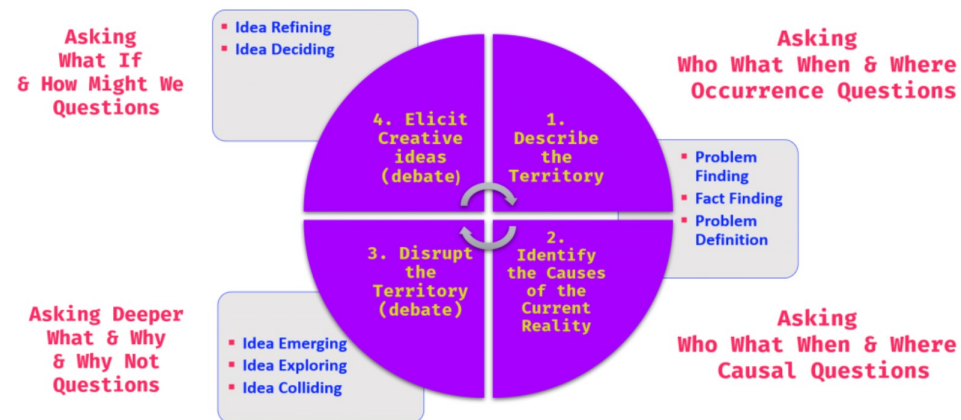
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THE ART OF ASKING QUESTIONS

JANET SERNACK USED THE 4 LEVELS OF CONVERSATION TO PROPOSE AN ENRIQUIRING AND CONVERSING MODEL FOR GENERATIVE DISCOVERY

The 4 Step Cycle of Generative Discovery



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THE ART OF ASKING QUESTIONS

MODEL FOR GENERATIVE DISCOVERY



STEP ONE

ELICIT A DESCRIPTION OF THE TERRITORY

IS ABOUT THE **DESCRIPTION OF FACTUAL ELEMENTS** THAT **SURROUND OUR TOPIC** AND DRAWING A PICTURE OF THE SITUATION.

The **FOCUS** is on:

- ✓ FACT FINDING
- ✓ IDENTIFICATION OF PROBLEMS



For this step, questions will have the type “**who**”, “**what**”, “**when**”, “**where**”.



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THE ART OF ASKING QUESTIONS

MODEL FOR GENERATIVE DISCOVERY



STEP TWO

IDENTIFY THE CAUSES OF THE CURRENT REALITY

IS ABOUT THE **IMMERSION** IN THE TERRITORY TO **DEEPEN OUR UNDERSTANDING**.

The **FOCUS** is on:

- ✓ THE DEFINITION OF THE PROBLEM



For this step, we will ask more casual, still using “**who**”, “**what**”, “**when**”, “**where**”, but taking care of not jumping into action



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THE ART OF ASKING QUESTIONS

MODEL FOR GENERATIVE DISCOVERY



STEP THREE

DISRUPT THE TERRITORY

WE SHIFT FROM THE DESCRIPTIVE QUESTIONS TOWARD THE DISRUPTIVE ONES

THE **OBJECTIVE** IS TO **CREATE A PRODUCTIVE ENERGY** THAT WILL FREE THE CREATIVITY OF PARTICIPANTS

The **FOCUS** is on:

- ✓ IDEAS EMERGING
- ✓ IDEAS EXPLORING
- ✓ IDEAS COLLIDING



For this step, we will ask disruptive questions by asking deeper “**what**”, but also “**why**” and “**why not**”



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THE ART OF ASKING QUESTIONS

MODEL FOR GENERATIVE DISCOVERY



STEP FOUR

ELICIT CREATIVE IDEAS

TO CREATE DEEPER CONFLICT AND DISAGREEMENT FOR THE GENERATION OF A PROVOCATIVE AND CREATIVE DEBATE

The **FOCUS** is on:

- ✓ IDEA REFINING
- ✓ IDEA DECIDING



For this step, we will ask disruptive questions from the type “**what if**” and “**how might we**”



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CONCLUSION



ASKING RELEVANT QUESTIONS

IS AN **IMPORTANT TOOL** THAT COME IN **SUPPORT** TO THE **ACTIVE LISTENING PROCESS**
WILL HELP YOU TO **ELEVATE THE LEVEL OF CONVERSATION** AND REACH **BETTER RESULTS** AND CREATIVE **SOLUTIONS**



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