

# Listening, 5.1 + 5.2 + 5.3: Keyword Questions, Re-phrase and Check

## Summary

- All of the work around communicating in conflict is dependent on you being able to listen. Listening is how we learn, how we demonstrate care, and how we come up with the best solutions for moving forwards.
- Turning key words or phrases into questions is a good way of supporting people to expand and open up. For example, if someone says: *'I'm struggling a little with Brian,'* we might say *'Struggling a little?'*
- Repeating back what we've heard - in our own words - and checking in with that person that we've understood correctly is also a useful tool for avoiding assumptions and interpretations.

## Exercises

- 1) Think about your workspace. Who are the people who seem to really listen? What do they do to make you feel heard? Is there anything at work that makes you feel unheard?
- 2) Try out the keyword questioning. If you are doing this training with someone else, have one person talk about the last difficult conversation or interaction they had, whilst the other simply listens and asks keyword questions - then swap.
- 3) Try out the 'rephrase and check.' If you are doing this training with someone else, have one person talk about the thing at work they find the most difficult, whilst the other listens, rephrases in their own words, and checks their understanding.
  - ) If you are on your own, you might have to be a bit sneakier - try these out in low stakes conversations and see what happens.
- 4) How do these tools feel to use? How does it feel to be listened to or questioned in this way? What extra information is gathered, if any? Might there be ways of adapting them to make them more useful for you?

## Resources and links:

- <https://www.youtube.com/watch?v=c10wgAZaPI4> Video of former FBI negotiator giving more detail on how and why those keyword questions work
- <https://www.youtube.com/watch?v=XzfNwBMT25U> 1 minute video on the rephrase and check skill

- <https://www.emerald.com/insight/content/doi/10.1108/edi-08-2021-0214/full/html> Research paper highlighting the impact of active listening on bettering diversity in healthcare.
- <https://link.springer.com/article/10.1007/s10869-023-09897-5> Meta-analyses on the impact of listening in the workplace

## Evaluation:

We would really appreciate your feedback through these short questionnaires on the videos and their usefulness. Your feedback will help us improve future content.

### Prior to watching the videos



### After watching the videos

