

001: Empathy Circle Facilitator Challenges
(Sample Model - team currently working together on developing this).

Category: Listener

By: Lou, Rita

Edited By:

- Edwin (April 18, 2021)
- Michelle (May 05, 2021)

Challenge Title: Active Listener does not accurately reflect the Speaker

Challenge Description:

Speaker expresses what is alive for them. The Listener did not reflect a core part of what the speaker shared or left out key parts of what was said.

Challenge Story: (example or story)

Story 1:

- In a circle, a speaker was sharing about their daily life. The speaker shared a positive aspect about their hopes and dreams.
- The active listener reflects the obvious part of what the speaker expressed about their day to day life but did not reflect about their hopes and dreams. This seemed to block the speaker from being able to expand more on that topic.
- The speaker did not continue sharing and stopped their turn early.

Response(s):

1. Facilitator monitors the situation and allows group to self correct

Facilitator allows the group to self correct. Simply notice this issue has occurred, allow space for the Speaker to correct the listener by themselves. The speaker may clarify, correct the active listener or say they do not feel fully heard without the facilitator needing to intervene.

2. Facilitator “role models”

When the Facilitator is in the Speaker role; the Facilitator can correct the active listener if they don’t feel fully heard, thereby giving other participants permission to do the same.

3. Facilitator enables the Speaker

If steps 1& 2 have been attempted and the situation is still unresolved then the Facilitator can explicitly say “Remember when you’re the Speaker, if you feel that your active listener has missed something important to you, feel free to repeat the point that was important, until you truly feel heard.”

4. Facilitator supports the Listener

If the Speaker looks frustrated because they do not feel heard and does not appear to know what to do, then the facilitator can intervene and reflect the key missing points.

Remember in all feedback to connect before you correct / Empathise before you educate

- ensure you are centred before attempting to correct the behaviour

- Are you grounded? Is your tone of voice and body language friendly?

This helps to establish a connection to yourself and the other participants

Over-Facilitation

As the Facilitator try not “over-facilitate”. Let the Speaker decide whether they actually feel heard or not, and trust the process. Let the Speaker grow into their own confidence to clarify if they do not feel heard. It is more important to allow the Speaker to correct or clarify what is important rather than to step in and over-facilitate. Where possible, allow participants to manage themselves.

Video:

Video Role Play:

Was this Helpful?

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Development Notes:

Raw Notes and discussions about the development of this Report.

What is the context?

The listener leaves out a key part or the most important part of what the speaker has said.

Notes:

- There are a lot of decisions to be made depending on the context.
- This is best taught in role play because there are so many varieties and nuances that it’s hard to capture in text. This can be said about every situation.
- Have a sample text based dialogue between the participants.

When the Speaker shares their comments and the Active Listener only recaps part of it. The Active Listener leaves out a large part of what the Speaker said. When the speaker shares, they may share 2, 3, 4, etc ideas. The active listener may just reflect 1 or 2 parts.

- **Example 1: Edwin**

I recall in one Empathy Circle the listener would just say one or two words or so with their reflection. I felt dissatisfied with the reflection. There was also something with the attitude behind it as well that was irritating. I didn't feel they were really trying to hear me well but it was more about them. Was hard to describe it.