



THE POWER OF LISTENING & FEEDBACK: Retention Strategies

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EFFECTIVE COMMUNICATION SKILLS

BOUNDARIES

TRUST

NEUTRAL

THE PARALLEL PROCESS

LISTENING

POWERFUL QUESTIONING
& INQUIRY

EFFECTIVE FEEDBACK

POWER IN RELATIONSHIPS

TRUST

- **BOUNDARIES** – respect each other’s boundaries and when unclear, ask; willing to say ‘no’
- **RELIABILITY** – do what you say you will do
- **ACCOUNTABILITY** – own mistakes, apologize, & make amends
- **VAULT** – what I share, you hold in confidence
- **INTEGRITY** – I choose courage, what is right & to practice values
- **NON-JUDGMENT** – we can ask for what we need without judgment
- **GENEROSITY** – extend the most generous interpretation possible to the intentions, words and actions of others.

COMING PRESENT & NEUTRAL – Institute of HeartMath



COMING PRESENT & NEUTRAL – Institute of HeartMath

- **Get present and stay focused in the heart.**
- **Stay in a soft heart and breathe.** Let your heart energy have a chance to recoup from the bothersome incident.
- **Now think of what is troubling you and go to neutral.** The mind thinks it has all the answers, but without management from the heart, it will just keep dragging you around. Whenever the mind brings it up, know that's when you need to go to neutral.
- **BREATHE and bring in a positive heart feeling: appreciation, love, compassion, etc. and listen to what your heart says about the issue.**

SETTING THE STAGE FOR CONVERSATIONS WITH INTENT

- Planning by reflecting on what is known about the person and/or classroom and the level of trust between you – and – get into Neutral.
- Formulating questions that can function as instruments for change.
- Engaging in a solution discovery type of problem-solving and reflecting on possibilities.



DEEP HEART LISTENING – Institute of HeartMath

- Word level – what is actually said
- Feeling level – the feelings or frequencies behind the words
- Essence level – the real meaning

Listening at a deeper level involves:

1. Offering reflective responses
2. Mirroring back both what the speaker says & any underlying emotions
3. Extending ideas and connecting information without trying to solve the other's problem or to drive the conversation to something about you.

Word level – what is actually said

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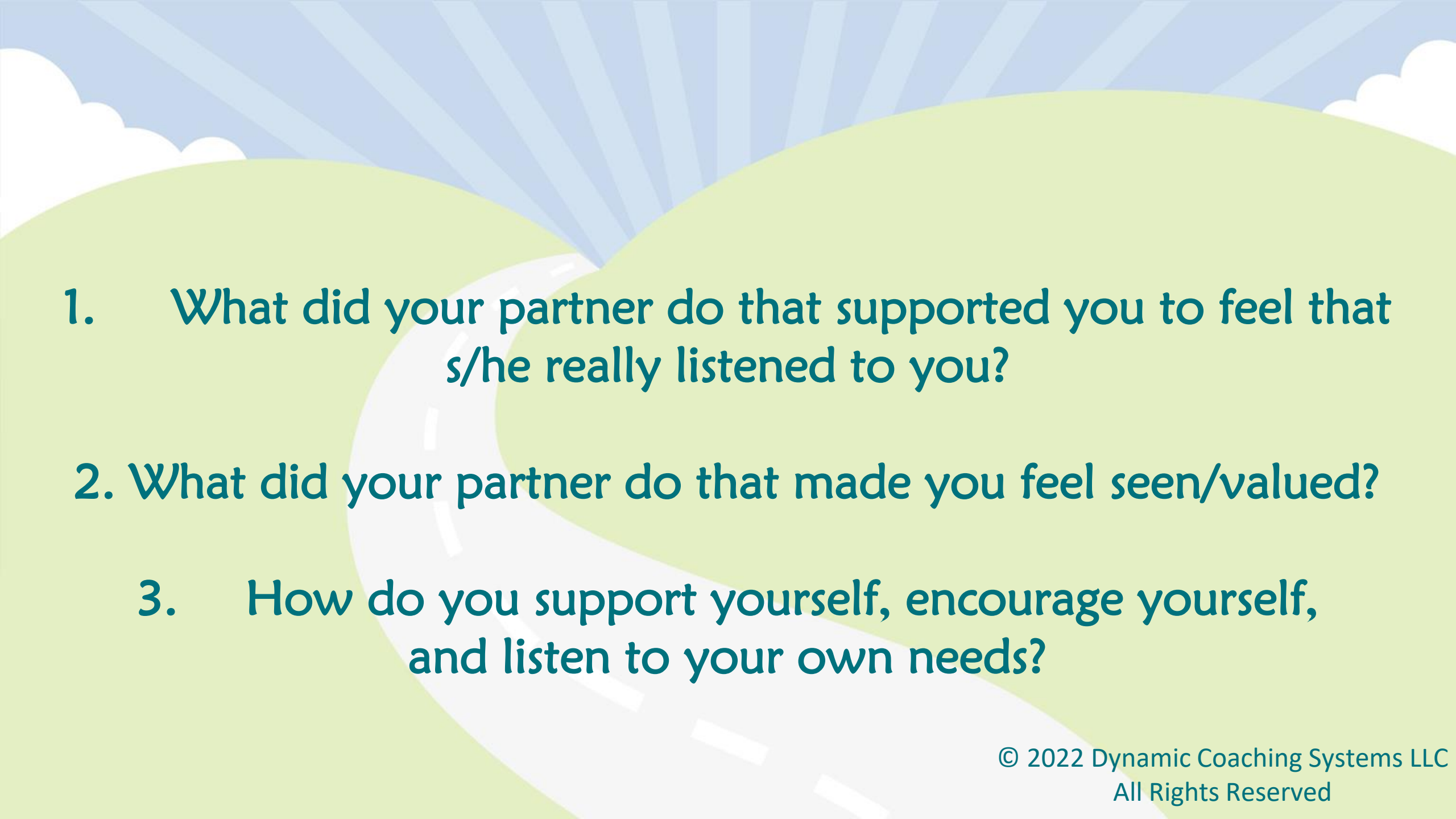
Essence level – the real meaning



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ACTIVITY: Describe your greatest talent or skill that you offer to your program and how you offer it.

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1. What did your partner do that supported you to feel that s/he really listened to you?
 2. What did your partner do that made you feel seen/valued?
 3. How do you support yourself, encourage yourself, and listen to your own needs?

FEEDBACK

- **Be authentic.**
 - Tell recipient how they have impacted you or others.
- **Be specific.**
 - Give details and examples of what you experienced or observed to give the recipient the context behind your feedback.
- **Focus on process, not just results.**
 - Comment on how the recipient did what they did — not just what they produced.
- **Share the impact.**
 - Tell the recipient what their actions meant to you and others.

FEEDBACK

- Holds the intention of supporting higher-level thinking, mutual learning and inspired action.
- Involves guiding the reflection with questions that lead the recipient to discover his/her own next steps.
- Is offered with the intent for the contributor to learn as much, if not more than, the recipient. It is a co-learning experience.
- Is authentic, compassionate, and results in building trust and respect for each other.



FEEDBACK

“Learners need endless feedback more than they need endless teaching.”

–ASCD

Think about yourself for a moment.
What motivates you?

What feedback could inspire you to do better:

- Criticism for what you don't do well (*constructive criticism*), or recognition of what you do well (*constructive recognition*)?
- How often would you prefer this feedback and how might that impact you and your contribution to the program?

PRACTICE: LISTENING-FEEDBACK

What is the change you'd like to see in yourself professionally?
What might be the first step to move in the direction you desire?

LISTENING

- Coming Present
- Neutral
- Deep Heart (words, feelings, essence)
- Empathetic
- Generative (allow connection to their future self)

FEEDBACK

- Reflective
- Aware of the bigger picture
- Fully focused on supporting the recipient in being thoughtful & strategic about own practice.
- Keeper of safe space

EVERY GENERATION OF STAFF NEEDS TO BE LISTENED TO AND OFFERED SUPPORTIVE FEEDBACK POST-PANDEMIC

GENERATIONAL REALITIES

| GEN Z | Millennials | GEN X | Baby Boomers |
|--|---|--|--|
| 1996-2015 | 1977-1995 | 1965-1976 | 1946-1964 |
| Creativity; \$-based incentives | Purpose; Lifelong learning | Paid for work; flexible hours | Contribution with recognition |

**THANK YOU For All Your Efforts
On Behalf of Children, Families and Staff!**



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Inspiring and Facilitating Excellence

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LISTENING AT A HIGHER LEVEL

1. Offering reflective responses
2. Mirroring back both what the speaker says & any underlying emotions
3. Extending ideas and connecting information without trying to solve the other's problem or to drive the conversation to be about you.

What could feedback that moves others to a higher level of thinking, competence and performance look like, sound like, and feel like?

GENERATIONAL REALITIES

| NAME: | GEN Z | Millennials | GEN X | Baby Boomers |
|-------------|------------------------------------|-------------------------------|----------------------------------|----------------------------------|
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Motivation for all generations: **Privilege all voices. Slow down and listen. Engage them eye to eye and listen!** Who is this person in front of you? What do they care about? What motivates them? What discourages their contribution? What incentivizes them, at work and in life? **Learn about your people, be curious, and be open to hearing what might surprise you or confound you. Be and stay present.** Don't assume or overgeneralize. Mentor and coach them to succeed in your culture and organizational system. **Give feedback. Appreciate their gifts and support them to overcome their challenges.** Be authentic; share yourself openly; transparency is key. Know they may have many better ideas than you! Promote PURPOSE in all they do; create purposeful organizations and align personal and professional purpose. **Offer recognition and appreciation for all they do.** Respect for credentials and experience is over; **respect now stems from contribution – notice it!** Find and offer more money and/or benefits.