**Mentorship and Leadership**

**Resolving Conflict: Listening and Patience**

**/30**

**“Seek first to understand, then be understood.”**

**Sean Covey**

**Preamble**

Part of resolving conflict effectively takes time and patience. It means taking the time to understand the issues from the other person’s point of view (perspective and empathy) and having the patience to hear the other person out. This is not easy.

**Assignment**

You have one class to complete this assignment, so use your time wisely. Be neat and thorough in your responses, but they may be in point form, unless otherwise instructed.

**Part One**

Watch Understanding Raymond. <https://www.youtube.com/watch?v=aP55nA8fQ9I> /2

What are some techniques that the teacher suggests for active listening and responding?

**Part Two**

Watch Julian Treasure: 5 Ways to Listen Better. <https://www.youtube.com/watch?v=aP55nA8fQ9I>

What are some obstacles he highlights that hinder our ability to listen actively? /2

What are the 5 techniques he suggest? Briefly explain each one. /5

What are some positive benefits of honing our listening skills? /1

**Part Three /20**

Read pages 163-180 and provide thoughtful responses to the questions below:

1. Do you think you are a good listener? Why or why not?
2. Why is active listening so important?
3. What are the 5 poor listening styles the book discusses? Briefly discuss each one.











1. An honest moment…Are you in the habit of using any of these poor listening styles? Discuss.
2. What role does body language have in listening?
3. Discuss the 3 suggested tips for genuine listening.

TIP ONE:

TIP TWO:

TIO THREE:

1. Do you utilize any of these genuine listening tips? Discuss.
2. What is the idea of mirroring phrases?



1. The last step in conflict resolution is making sure that YOUR needs are met, too. What do you need to remember about the “Then Seek to Be Understood” part?
2. What, if anything, will you do differently with your listening or your conflict resolution because of this learning?