Leadership Starts with Listening
Amplify your Impact

@heidihelfand
heidihelfand.com

O'REILLY Fluent

4:25 - 5:05, 40 mins
3 Tools to Amplify Your Impact & Generate Leaders
Increase #ownership
TOOL #1
LISTENING LEVELS
LEVEL 1
INWARD FOCUSED
LEVEL 2
ATTENTION OUT
LEVEL 3
BODY LANGUAGE
ENVIRONMENT
• **LEVEL 1** INWARD FOCUSED
• **LEVEL 2** ATTENTION OUT
• **LEVEL 3** BODY LANGUAGE/ENVIRONMENT
• Lock it in!
TOOL #2
MIRROR BACK
SAY IT BACK EXACTLY OR PARAPHRASE IT
ACKNOWLEDGE FEELINGS

“YOU SOUND RELIEVED.”
WHAT AN EXCITING SITUATION!
THAT MUST BE REALLY CHALLENGING.
Ask them to repeat it.
LET’S PRACTICE

STAND UP,

FIND A PARTNER
LET’S PRACTICE

PERSON A... 
HAS MORE EXPERIENCE WITH JAVASCRIPT
KEY GOALS
PRACTICE LISTENING & MIRRORING BACK
THINK OF...

A **CHALLENGE** YOU’RE WILLING TO SHARE
A: SHARE YOUR CHALLENGE

B: LISTEN DELIBERATELY MIRROR BACK
B: SHARE YOUR CHALLENGE

A: LISTEN DELIBERATELY MIRROR BACK
WHAT WAS THAT LIKE?
LET’S BUILD ON THIS
TOOL #3
“WHAT” QUESTIONS
ASK QUESTIONS SO THEY...

DISCOVER

THEIR OWN SOLUTIONS
“WHAT” QUESTIONS

WHAT DO YOU WANT?

WHAT’S IMPORTANT ABOUT THIS?

WHAT’S ONE STEP YOU COULD TAKE?
LET’S PRACTICE

FIND A NEW PARTNER
LET’S PRACTICE

PERSON A...

HAS A BIRTHDAY CLOSEST TO TODAY
A: SHARE YOUR CHALLENGE

B: LISTEN, MIRROR BACK, ASK WHAT QUESTIONS

1. What do you want?
2. What’s important about this?
3. What’s one step you could take?
B: SHARE YOUR CHALLENGE

A: LISTEN, MIRROR BACK, ASK WHAT QUESTIONS

1. What do you want?
2. What’s important about this?
3. What’s one step you could take?
WHAT WAS THAT LIKE?
SUMMARY

3 TOOLS

• LISTENING LEVELS
• MIRROR BACK
• WHAT QUESTIONS
Don’t just do something, stand there.

-Marshall B. Rosenberg
UPCOMING EVENTS

HEIDI HELFAND

- June 25 - Dynamic Reteaming workshop
- June 26 - Coaching the Team System workshop
- June 28 - Dynamic Reteaming Talk
- July 16 - A Practical Introduction to Coaching Conversations Workshop (3.5 hours)
- Sept 4 - Dynamic Reteaming workshop

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