

**This webinar introduces skills and practical strategies for developing empathetic, curiosity-led leadership, to help improve communication, connection and cooperation at your library.**

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| **Activity #1: Exploring Your Frames/ Lenses**  |
| **Add your name to the middle circle below. Using the other circles, fill in some of the frames through which you view and interpret the world. Consider life experiences as well as factors such as geography, gender, race, religion, economic status, etc.**  |



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| **Think back to a moment of conflict and challenge in your own life either personal and professional. Describe the situation briefly below.**  |
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| **How do you think your “frames,” i.e. your life experiences, identities, etc. informed your response to the situation?**  |
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| **Consider the other person in the situation. Maybe you know them well, maybe not at all. Reflect briefly on how their own frames might have influenced their response. What would be a “most generous interpretation” you could apply to the situation?**  |
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BONUS: Sometimes our biggest source of conflict is internal, and the only “relationship” in question is the one we have with ourselves. Take a look again at the above three questions again and think about: 1) a source of internal conflict, 2) what frames might inform that conflict, and 3) a most generous interpretation you can apply to YOURSELF.

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| **Activity #2: Mindful Listening**  |

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| **In this next activity, you are going to practice mindful listening. You can do this one of two ways, on your own or in pairs.** **WORKING IN PAIRS TAKING TURNS AS SPEAKER AND LISTENER:** * **As the speaker, talk through your frames and how you think they might affect the way you see the world and interpret different situations. Feel free to linger on one frame and tell a story about it or talk about how your frames interplay with each other.**
* **As the listener, try to focus on what the speaker is saying and not what you would like to say in response or what you will talk about when roles are swapped. Use focus, patience, and concentration to stay present and not miss important details including body language and tone of voice. Pay attention to what is happening in your body as you listen to them talk.**
* **As the listener, you can ask clarifying questions, but only for additional information not discussion/conversation.**
* **Switch roles.**
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| **ON YOUR OWN:** * **Identify a moment in your day, where someone is talking to you for a prolonged period of time. This could be five minutes, it could be longer.**
* **Pay attention to what is happening in your mind as they speak. Are you formulating a response? Judging what they are saying or how they are saying it? Wishing you were somewhere else? Is your mind wandering?**
* **Try to focus on what the other person is saying without judgment or distraction. Use focus, patience, and concentration to stay present and not miss important details including body language and tone of voice. Pay attention to what is happening in your body as you listen to them talk.**
* **When you are back on your own, reflect on how you did with mindful listening (see below).**
* **Keep practicing!**
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| **Reflection**  |
| **Think about your experience with mindful listening, either in pairs or experimenting with regular interactions. What did you notice about your mind? How did mindful listening change the way you listened?**  |
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BONUS: After you have practiced mindful listening, actively practice staying curious longer and avoiding the “advice trap.” After they are done sharing, reflect back what you heard them say to see if you understand correctly, and then ask a series of open-ended questions to help them grapple with their own solutions!

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| **Reflection: FACTS** (**F**ully Present, **A**cknowledging Feelings, **C**urious Longer, and **T**ag-Teaming Solutions from the **S**ame Side) |
| **Consider this scenario: You’ve had a tough month at work. Your library is understaffed and you are being asked to cover two roles, which means working nights and weekends. You say to one of your friends, “I am so tired of this! We just need to hire more people!” Which of the below responses best utilizes “FACTS” communication?** **1.) “It can’t be that bad! You’re lucky to even have a job!”** **2.) “But you love working at the library! Don’t you know how many people would want that job?”** **3.) “Did I tell you what my boss did last month? This is nothing!”** **4.) “I know what you should do. You need to walk into your supervisor’s office and tell him he needs to hire more people or you quit.”** **5.) “That’s just the way life is sometimes. Everyone is understaffed right now.”** **6.) “That sounds really hard. It must be so frustrating to have to do your job and someone else’s. Has anyone talked to you about a plan to hire more people?”**  |
| **As you read the above responses, which response made you feel calm and connected to your friend? How did your body respond to the other responses?**  |
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**Thank you for attending “Leadership strategies for building connection and defusing difficult situations”! Questions or feedback? Please feel free to reach out to me at** **rebekah.cummings@utah.edu****.**

**All webinar materials available at** [**https://www.webjunction.org/events/webjunction/leadership-strategies.html**](https://www.webjunction.org/events/webjunction/leadership-strategies.html)