Connecting in the Time of Corona

Techniques to Listen and be Heard from a Distance

Connecting in the Time of Corona by Dr. Mary Carney, University of Georgia; Dr. Wendi Jenkins, University System of Georgia; Dr. Rebecca Johnston, University of North Georgia; Dr. Carl Ohrenberg, University of North Georgia; is licensed under CC BY 4.0
With whom do you connect? Comment in Chat box!
Objectives

In this session, you will...

1. discuss the importance of connecting (remotely) with others.
2. review how to implement active listening.
3. reflect on communicating remote work expectations.
4. develop strategies for connecting with others.
Active Listening

- Why?
- How?
- Practice...
Why do Active Listening?

- Builds relationships
- Creates a sense of belonging
- Develops safety and security
- Ultimately... stronger teams

**Conversations**

- Listening 5%
- Thinking what to say next 47.5%
- Waiting for a gap 47.5%
How do I do Active Listening?

**Sensing**
All about attention and focus

**Processing**
Stay receptive and keep track of content

**Responding**
Acknowledge, paraphrase, and ask questions
Five Levels: Quality Listening

1. Listening to yourself
2. Listening for content
3. Listening for context
4. Listening for the unsaid
5. Listening for meaning

Source: Oscar Trimboli
Practicing Active Listening:
Yes, And exercise...

Speaker #1
- Say a sentence to your partner.

Speaker #2
- Your sentence must begin with the last word of your partner’s sentence.
Continue a conversation for one minute.

Example:
Speaker 1: No matter what I do, I always fail my math tests.
Speaker 2: Tests – I’ve never been good at them.
What did you notice?

- What did it feel like as the first speaker? The second speaker?
- What was the impact of having to use the last word?
- What worked well? What didn’t work?
Using Active Listening for Reciprocal Communication
Intent Impact Model
What Next? Use Active Listening to Boost Communication

- “Clear is kind” | Overcommunicate
- Video versus phone
- Work hours
- Regular progress notes

Source: Brené Brown
Creating Space to Connect

- Communicate parameters
- Create an effective workspace
- Minimize distractions
- Set up technology
To Sum It All Up...

- Use active listening to strengthen connections
  - Sensing
  - Processing
  - Responding

- Over communicate expectations

- Create effective environment for reciprocal communication
What is one strategy you will use this week to improve connection? Comment in Chat box!
More To Know…

Resources Regarding Communication and Inclusivity


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