The Art of the Toss: Creating an Easy Balance Between Listening and Speaking

Here are tips for keeping the toss going:

When listening

- Listen without interrupting or rehearsing a response
- Use whole-body listening
- Listen for accuracy, ask clarifying questions
- Ask high-quality questions
  - Tell me more.
  - What interests you about that?
  - Sounds like you feel _____ (angry, sad, scared, happy). Would you say more about how you're feeling?
  - What kind of support would you like?
  - What new learning is emerging for you?

When speaking

- Insert pauses and avoid "long tosses"
- Say something that invites a return toss
- Watch for signs that the other person is "with you"
- Use unarguable speaking

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Based on work developed by hendricks.com

Steps to Effective Listening

What is Resonant Listening?

Resonant listening is taking 100% responsibility for accurately understanding the information that is shared with you and creating conditions for the speaker to speak freely and authentically.

Resonant Listening Skills:

1. **Create a field of receptivity**
    - Demonstrate openness with your body
    - Set an intention to be curious, open
    - Stay present by not rehearsing a response
2. **Practice whole-body listening**
    - Pay attention to verbal and non-verbal communication
    - Listen for what's underneath
3. **Listen for accuracy**
    - Ask for clarification
    - Paraphrase what you heard

High-Quality Listening Prompts

- Tell me more.
- Then what happened?
- I wonder how you experienced that?
- What would you most like me to know about _____?
- What are you discovering about yourself?
- What are you appreciating about yourself?

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