



In today's fast-paced and complex work environment, the ability to actively listen and ask powerful questions can transform the way teams interact, solve problems, and innovate. When these skills are honed, many issues are resolved before they escalate, innovation flourishes, and there is a significant increase in psychological safety within teams. This leads to stronger connections, higher engagement, and more effective problem-solving across the organization.

## Modules

### 1. INTRODUCTION TO ACTIVE LISTENING AND POWERFUL QUESTIONING

- **Learning Objective:** Understand the significance of active listening and powerful questioning in fostering effective communication, collaboration, and problem-solving.
- **Key Concepts:**
  - Definition and importance of active listening and powerful questioning.
  - The impact of these skills on team dynamics and leadership.
- **Activities:**
  - Group discussions on the current state of communication within teams.
  - Exploring the participants' initial perceptions of listening and questioning.

### 2. THE FUNDAMENTALS OF ACTIVE LISTENING

- **Learning Objective:** Learn the core components of active listening and how to apply them in various situations.

- **Key Concepts:**

Presence and focus in conversations.

The role of non-verbal communication.

Techniques such as reflective listening and paraphrasing.

- **Activities:**

Exercises to practice and reinforce active listening skills.

Reflective practice sessions.

### 3. THE ART OF POWERFUL QUESTIONING

- **Learning Objective:** Develop the ability to ask questions that uncover deeper insights, stimulate critical thinking, and drive meaningful conversations.

- **Key Concepts:**

- Types of questions: open vs. closed, probing, reflective, and clarifying questions.

- The role of timing and tone in questioning.

- **Activities:**

Role-playing exercises to practice questioning techniques.

Analyzing case studies to understand the impact of different types of questions.

### 4. COMMON OBSTACLES TO EFFECTIVE LISTENING AND QUESTIONING

- **Learning Objective:** Identify common challenges that hinder effective listening and questioning and learn strategies to overcome them.

- **Key Concepts:**

Distractions and multi-tasking during conversations.

Biases, assumptions, and emotional triggers.

Handling difficult conversations and managing conflict.

- **Activities:**

Group discussions on personal challenges with listening and questioning.

Developing strategies to manage distractions and biases.

### 5. TOP MISTAKES IN ACTIVE LISTENING AND POWERFUL QUESTIONING

- **Learning Objective:** Recognize and avoid common mistakes in active listening and powerful questioning to improve communication effectiveness.

- **Key Concepts:**

Interrupting and planning responses while listening.

Asking leading, vague, or complex questions.

Over-reliance on one skill over the other.

- **Activities:**

Reviewing real-life examples of communication breakdowns.

Reflective exercises to identify personal tendencies in communication.

## 6. PRACTICAL APPLICATION AND CONTINUOUS IMPROVEMENT

- **Learning Objective:** Apply active listening and powerful questioning in real-world scenarios and create a plan for continuous skill development.
- **Key Concepts:**
  - The importance of feedback and self-reflection.
  - Developing a personal action plan for ongoing improvement.
  - Encouraging a culture of continuous learning and development.
- **Activities:**
  - Setting personal goals and milestones for communication skills.
  - Regular peer feedback sessions to support continuous improvement.