

RESILIENCE READY

Vivian Blade, Leadership & Resilience Expert
<https://ResilienceReady.Today>

CRISP Communication Model

Transparency & Trust

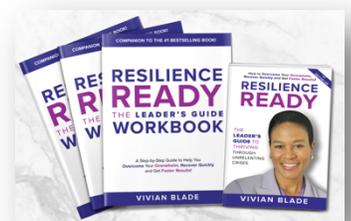
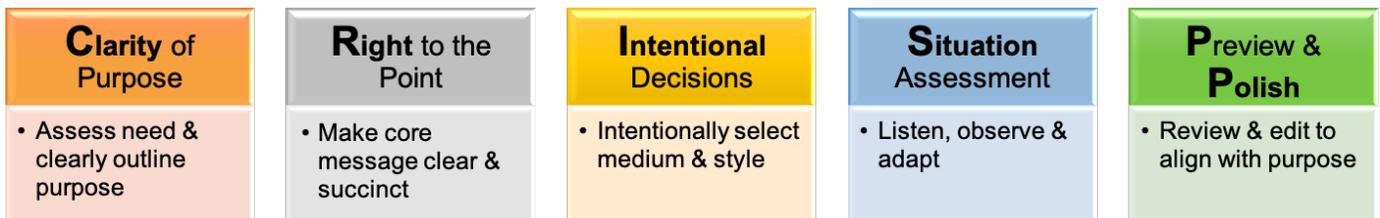
Content covered on pp. 110–112 of *Resilience Ready: The Leader's Guide to Thriving Through Unrelenting Crises*.



Consider This

The CRISP communication model is ideal for communicating with transparency and for building trust.

How might a communication model such as this be beneficial for your organization to communicate with greater transparency and build trust?



available at
 amazon



RESILIENCE READY



Rapid Start Activity

Reflective Listening Exercise

Exercise A

Step 1. Practice Empathy

Content covered on pp. 140–142 of Resilience Ready: The Leader’s Guide to Thriving Through Unrelenting Crises.

- A. Review the prompts below on your own as a self-reflection exercise.
- B. Schedule time with your team to work together on empathy and reflective listening skill development. Use the prompts below for discussion.
- C. How do your individual and team reflections inform what it means to practice empathy through better listening? Commit to using the outcomes from your self-reflection and team discussion to constructively shift norms and behaviors. As a leader, you are the best role model.

Reflection | Discussion Prompts:

- How does it make me feel when I feel heard / when I have a voice? What emotions surface?
- How does it make me feel when I DON’T feel heard? What emotions surface?
- What demonstrates that someone is listening? In what ways am I a good listener?



RESILIENCE READY



Reflective Listening Exercise

Rapid Start Activity

Exercise B

Be Curious

Curiosity is defined as “the desire to learn or know more about something or someone” (Merriam-Webster Dictionary). Being curious requires talking less and listening more. The following reflective listening strategies will help you get better at this. This also demonstrates to the other person that they are being heard.

Reflective Listening Strategies:

- Focus:
 - Concentrate on what the other person is saying. Instead of thinking about what you’re going to say next, ensure you have a good understanding of what is being communicated. Be mentally present and avoid distractions.
- Ask Probing Questions:
 - Use open-ended questions, such as
 - “What do you like best about..?” “What were the reasons for...?”
 - Ask a declarative question, such as
 - “Tell me more about that.” “Please explain...”
- Reflect back what you’ve heard:
 - Paraphrase:
 - Repeat what the speaker is saying in your own words
 - Summarize:
 - Recap what has been said in a conversation, using fewer words
 - Repeat Back:
 - Restate the exact words the speaker has used

Take Action:

Practice:

Ask a friend or family member to practice with you. Have a conversation about their personal interest or hobby. Apply the reflective listening strategies noted above. Practice will help you improve and feel more comfortable applying these strategies at work.

Apply:

Identify an upcoming one-on-one or team meeting where you can apply these reflective listening strategies. How did the conversation go? How was the outcome enhanced?

