The CON Artist's Guide to **Effective Listening**

Action Plan

My Assessment

My current listening strengths are:

My biggest listening challenges are:

The barriers that most affect me are:

Priority Areas

• Maintaining focus and attention

Managing emotional reactions

Asking better questions

Reducing judgment/assumptions

Demonstrating active listening

□ Other:

Action Plan

Skill to develop:

Practice opportunity:

Success measures:

Start by noticing

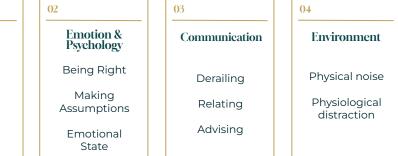
Spend a week noticing how you listen. Record what you notice in a journal. Try to select different types of settings (classroom discussions, faculty meetings, student advising, with family/friends).

How do you tend to listen?

Assess yourself

Review the barriers. What is your biggest challenge? 01 02 04 Cognitive **Emotion &** Communication Distractions Psychology Being Right Multitasking Derailing Making Rehearsing

Dreaming



Choose an area to improve or a tool to practice

5 tools to try: Repeat, (Don't) Paraphrase, Name, Ask questions, Attend to non-verbals (theirs and yours) AND?OR focus on one area:





Levels of Listening

(Internal Listening)

Listening with yourself in mind

Level_d (Focused Listening)

Listening attentively for words, tone, expressions

(Global listening) Listening with attention and heart; to the whole person

The CON Artist's Guide

A quick reference to effective listening



Open

A new kind of CON artist

The CON Artist Mindset

Curiosity: Approaching with genuine interest

Openness: Receptive to new perspectives

Non-judgment: Suspending evaluation

Levels of Listening & Key Signs

Level 1: Internal (self-focused)

Key sign: "Reloading" while the other person is talking

Level 2: Focused (other-focused)

Key sign: Asking clarifying questions and reflecting back what you're hearing.

Level 3: Global (context-aware)

Key sign: Fully present and tapping into your intuition about the person's emotional state

Active Listening Tools

- Repeating: Mirror key phrases
- Naming: "I notice..."
- Questions: What/How vs Why
- Non-verbals: Demonstrate engagement

Powerful Questions Bank

- "What matters most about...?"
- "How would you like this to be different?"
- "What else are you noticing?"

Common Barriers & Solutions

- Cognitive Distractions → Eliminate distractions, build your mindful muscle
- Emotion & Psychology → Notice, name, reframe, be a CON Artist
- Communication → WAIT (why am I talking?)
- Environment -> Change what you can and name what you can't