

## » Listening To Your Employees

Use this listening exercise as practice when you're speaking with an employee (or employees) about change. You may not ask all these questions but consider using some of them some of them. Use open questions, affirmations, reflections, summaries (OARS) skills to explore the following questions while always reflecting understanding when the person shares their thoughts. You can have a free-flowing conversation with the person and use these questions as a guide.

ASK	REFLECT
Ask the person if he would kindly describe the nature of the situation.	Reflect what you understand about what they shared try to include in your reflecting what this might mean for the person and for how they are feeling about this.
Ask the person to tell you why they are considering making a change.	Reflect what you understand about the why behind their wanting to make the change.
Ask the person what reasons they have for making this change.	Reflect what you understand about why this is important to them.
Ask them to elaborate.  What other reasons might they have for making this change?  Ask the person what ideas they have about how they would approach the change if they decided to make it.	Reflect what you understand about what ideas they have about is they have about approached this change.
Ask them to elaborate on their other ideas about how they might approach this change.  If they have been successful with a change like this in the past, ask them what helped them back then.  Ask the person how confident they are they can make the change if they decided to do so.	Reflect what you understand about their level of confidence.
Ask the person what they imagine they might do going forward.	Summarize what you've heard throughout the entire conversation.