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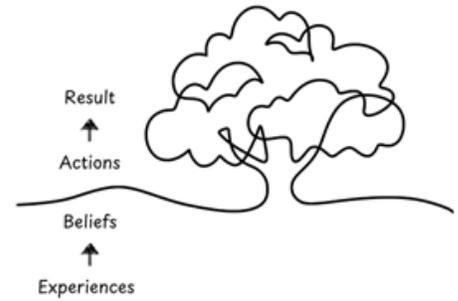
# **ENGAGEMENT PART 3**

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# Collaborative Communication

## Result

To connect and collaborate



## Actions

### PAUSE

**WAIT...**  
Why Am I  
Talking?



### LISTEN

- Listen **FOR** as much as you listen **TO**
- Listen for agreement rather than disagreement
- Stay intensely curious
- Listen to learn...not to give advice or solve a problem
- Be more interest**ED** than interest**ING**

### ASK

- Ask generative questions that reflect generative listening
- Ask open-ended questions beginning with 'what' and 'how'
- Challenge beliefs and perspectives
- Ask questions to co-create the future

## Beliefs

- Stay committed, not attached
- There is no failure, only winning and learning
- The problem deserves our attention, the solution deserves our energy
- The presenting problem is usually not the real problem
- People's reality/choices make sense to them
- There is a reward for every thought, behavior, choice, and action we take
- Better solutions result when we come to a situation in a state of intense curiosity
- People are whole, resourceful beings, having everything they need to succeed and achieve their desired outcomes
- The more choices we generate, the more control and ownership we feel
- Tell people, they comply. Involve people, they commit

# Collaboration Killers

## Certainty



This is the truth  
(as I see it).  
I am superior.

The reality is ...  
Look, ...  
Clearly, ...  
Obviously, ...  
This is how it is ...  
The fact is ...  
Everyone knows ...  
et me explain this to you ...  
Here's the problem ...  
The answer is simple ...  
That won't work.  
We've already tried that.

## Correction



I am right.  
You're wrong.

Actually ...  
Better yet ...  
That's not how it works.  
You're missing the point.  
You don't understand.  
That's incorrect.  
That's not the issue.  
That's beside the point.  
That doesn't matter.

## Control



I have power over.  
This is what we're  
going to do.

You should ...  
You need to ...  
No, what you need to realize is ...  
Here's what's going to happen ...  
Let's be realistic.

# Levels of Listening

## 4 Levels of Listening

### **DOWNLOADING**

RESULT: Reconfirming what you already know and believe

#### **Listening from habits**

Downloading questions are typically:

- Closed-ended – “Are you going to talk to her?”
- Advice-heavy – “Did you think about talking to her?” “If I were you, I would...”

1

### **FACTUAL**

RESULT: Listening to disagree and recognizing the new

#### **Listening from the outside**

Factual questions are typically:

- Closed-ended – “Did you consider she might be having a bad day?”
- Advice-heavy – “Did you tell her that bothered you?”
- Start with Why – “Why didn't you just walk away?”

2

### **EMPATHIC**

RESULT: Listening to understand another's perspective and see the world through their eyes

#### **Listening from another's perspective**

Empathic questions may begin with 'how' or 'what' but focus on connecting with the other person's feelings, emotions, experiences, and perspective

- How did that make you feel?
- How has that affected you?
- What can I do to support you?

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### **GENERATIVE**

RESULT: Listening to connect with future possibilities

#### **Listening from the future**

Generative questions are about future possibilities, transformation, innovation, and moving forward. They almost always begin with 'how' and 'what.'

- What is this showing up to teach you?
- How are you thinking about handling this situation?
- What are your best next steps?
- Where do you need clarity?

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# Generative Questions

1. What's on your mind?
2. What are you trying to achieve?
3. And what else?
4. What are some reasons why this important to you?
5. What have you tried so far?
6. How has it worked/not worked?
7. What options do you see going forward?
8. Sounds like you have a lot of passion around this.
9. What about it is making you so upset?
10. What solutions have you already tried?
11. What is your "go forward" plan?
12. What do you see as the best-case scenario?
13. What do you see as the worst-case scenario?
14. Who do you know is an expert in handling situations like this? What do you think he/she would do?
15. What are 2 or 3 options you are thinking about trying?
16. Have you faced similar situations? What did you do?
17. What do you see as the root cause?
18. What additional information do you think you are going to need to handle the problem or situation?
19. What input would you like from me?
20. How can I best support you?
21. Tell me more about ...?
22. If you had a magic wand, what would you want to see changed?
23. What would be the consequences if you take action?
24. What would be the consequences if you do not take action?
25. What's the real challenge here for you?
26. What do you want?
27. How can I help?
28. What was most valuable for you?
29. What is this teaching you?
30. What lessons do you want to preserve from this experience?

# Generative Questions

31. What deeper truth is emerging from this situation?
32. What might you need to stop/start/continue?
33. What opportunities have you not yet explored?
34. If we are having this conversation three years from now, looking back, what will make you feel good about your progress?
35. If you had no limitations, what would you create?
36. If fear were not a factor, what actions would you take?
37. What patterns (about yourself, circumstances, etc) are you recognizing?
38. If we are at the top of a theater watching this play out, what are we seeing?
39. What might you be missing?
40. What do you value most? How might you respond to this situation in alignment with your values?
41. What do you aspire to be? How might you respond to this situation in alignment with who you aspire to be?
42. What advice would you give to a close friend going through a similar experience?
43. What would be most beneficial to your future self?
44. What small change(s) could make the biggest difference?
45. Who is someone you greatly admire? How might they respond to this situation?
46. What are any obstacles or challenges that may prevent your success?
47. What resources or support may be helpful to you?
48. What is yours to own? (and what isn't)?
49. What serves the greater good?
50. What would success look like for you in this situation?

## Generative Listening Tips

- Listen for as much as listen to
- Listen for agreement
- Listen to learn
- Stay curious ... Stay lazy
- Tame the advice monster
- Be more interested than interesting
- Listen for the REAL issue
- Look beyond their perspective to what is truly possible

# Session Nine: March 12, 2026

## Application

You can find all LEAD resources at:

Leadership: <https://yellingroup.com/truenergy-leadership-resources>

Foundations: <https://yellingroup.com/truenergy-foundations-resources>

### I commit to:

### The team commits to:



Pause. Listen. Ask

When we pause to invite input and let go of the need to be right, we activate engagement rather than resistance.