

Activity 2.04 Listening at Three Levels (Social Enterprise)

Module: 2. Intercultural Dialogue

Duration: 45 Minutes

Social Development Themes: Social Enterprise

Summary

To enable participants to experience and practice listening in different ways. Participants share a story of an incident that didn't turn out as they wanted it to. They are listened to in different ways, and different interpretations of the story emerge.

Learning Outcomes:

Ability to support, and learn and share through, dialogue – listening

Preparations and Materials:

Paper, pens

Approach:

- Split the group into groups of four. Ask one person in each group to volunteer to describe either:

- the story of a social enterprise they are aware of OR their own social enterprise OR a potential idea for an enterprising solution they have, to a problem they can see.

Ask the three remaining participants to choose one of the roles below and explain that they will be asked to share what they heard afterwards:

- one person in the group should listen for the mind-set and entrepreneurial/commercial approach

- one person should focus on listening only for the values underpinning their purpose or actions

- one person should focus on listening for the design – the practicalities of implementing the enterprise

Invite the storyteller to share their story.

Following the story, ask the participants to share what they heard. Again, try to avoid them just re-telling the story and to focus on giving just the information related to their role (i.e. either the facts,

feelings or the purpose behind why the storyteller shared their story).

Debrief:

- Ask the group how they found the practice of listening at different levels? What was valuable about this process?

- Are there different ways a social enterprise can be understood? Has the storyteller learned anything through this process?

- As a social enterprise leader – how do you listen at differently levels so that you can truly understand what is important to people?

- How could you develop listening and questioning – to actively explore or find out more based on these levels?

- How do you communicate on the different levels to connect with people who may be listening to you from either a commercial, values or practical perspective?

- Re-framing (re-interpreting stories or questions) is using different lenses to help people to move from a 'point of view' to 'points of viewing'. Re-framing can be a useful tool to open up possibilities; allowing people to move on and facilitating change. The purpose of re-framing is to help people see that there could be multiple realities to their event.

- As social enterprise leaders how will you listen for more than just the facts?