

The Listening Lab

Up-leveling Emotional Intelligence one Catalytic Conversation at a Time

Presented by Jolina Karen

Introduction

A **Catalytic Conversation** is one that changes people, for the better.

- helps the speaker(s) FEEL seen and heard, understood and appreciated as they are
- encourages the speaker towards self-awareness, self-reflection and self-responsibility / empowerment
- stimulates neural integration in the brain

Part 1: The Brain

- The three-part brain
 - o i
 - o ii
 - o iii
- Mirror Neurons
 - o Function:
- Amygdala Hijack
 - o Aka:
- The Pre-frontal Cortex
 - 9 functions:
 - o .
 - o .
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Takeaway message:

What a **Catalytic Conversation** contains:

- silence, giving the speaker time to think, reflecting, question asking to drive understanding of the speaker's experience, feelings and thoughts ...in that order

What it does **not** contain:

Unsolicited advice (you should or shouldn't ...), hijacking and taking over to talk about yourself (I know how you feel ...let me tell you about me), psychoanalyzing (why do you think you feel x?), fixing the other person's problem

Vital Ingredient: an Integrated and Skillful Listener

The Intentions of the Listener:

- To help the speaker FEEL seen and heard, understood and appreciated just as they are
- Encourage self-reflection in the speaker
- Empower the speaker by nudging them towards their own solutions or action steps (self-esteem grows through our actions)

Part 2: The Structure of a Catalytic Conversation

1. Reflect

2. Empathize

3. Validate

4. Redirect

Part 3: You the Listener

How to Self-Regulate and Stay Present

Three things you can do to calm your nervous system, stay present and open to listening

- 1.
- 2.
- 3.

The quality of your relationships depends on the quality of your conversations

For more opportunities to up-level your Catalytic Conversation skills please visit www.JolinaKaren.com

I work with individual clients, couples and groups to address relationship challenges at home and work.

If you'd like me to run a program for your group of co-workers, employees, friends or family members please contact me at jolina@jolinakaren.com or call 970-389-4513