ACTIVE LISTENING TO KNOW WHEN TO SAY “NO” AND HOW TO SAY IT

ROBERT ANDRESEN, EVA BJORNDAL, KIM MORELAND
SAYING “NO” TO RESEARCHERS

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“NO” AS ENFORCEMENT

• Protection.

• Be Clear in Explanations.

• Explore the nuances.
“NO” AS ASSISTANCE

- Be a subject matter expert.
- Short-term vs. Long-term wins.
- Is there a better option?
SAVING “NO” TO YOUR STAFF AND TO YOUR SUPERVISOR

Office Dynamics: prioritizing, committing, setting boundaries and active listening
PRIORITIZE

• Saying “no” to your manager can be tough
• It is important to be able to say “no”
• Explain why and, when possible, provide alternatives
• But sometimes it is a question about prioritizing! Ask your manager for help to prioritize!
SET BOUNDARIES

• Ground Rules
• Clear Expectations
CONVERSATION AND SAYING “NO”
ACTIVE LISTENING

• At least 50% of conversation is listening
• We remember less than 10% of what we have been told
LISTENING EXERCISE – ROUND 1
EXAMPLES OF POWERFUL QUESTIONS

• What is important to you about that?
• What outcome would you like to see?
• What do you think?
• What do you recommend?
• What conclusions do you draw?
• What would you do differently?

Source: Susan Dunlap & Associates
EXAMPLES OF POWERFUL QUESTIONS

• What else might work?
• What’s our best bet?
• What risks do you see?
• What led you to that conclusion?
• What is the next step?

Source: Susan Dunlap & Associates
LISTENING EXERCISE – ROUND 2
10 LISTENING BLOCKS – WHERE ARE YOU?

• **Mind Reader:**
  • You think you know what the other persons thinks and feels without asking

• **Rehearsing:**
  • Planning what you want to say and missing what is being said

• **Filtering:**
  • Listening only to things that are relevant to you and ignoring the rest – even if it is important to the speaker

• **Judging:**
  • Evaluating the other person and what they say rather than really trying to understand how they see the world

Source: Dialectical Behavior Therapy Skills Workbook by Matthew McKay, Jeffrey C. Wood, Jeffrey Brantley
10 LISTENING BLOCKS – WHERE ARE YOU?

- **Daydreaming:**
  - Getting caught in memories or fantasies while someone is talking

- **Advising:**
  - Looking for suggestions and solutions instead of listening and understanding

- **Sparring:**
  - Invalidating the other person by arguing and debating

- **Being right:**
  - Resisting or ignoring any communication that suggests you are wrong

- **Derailing:**
  - Flat out changing the subject as soon as you hear anything that bothers or threatens you

- **Placating:**
  - Agreeing too quickly (“I know”… “You’re right…” without really listening

Source: Dialectical Behavior Therapy Skills Workbook by Matthew McKay, Jeffrey C. Wood, Jeffrey Brantley
THANK YOU

Robert Andresen
Director of Research Financial Services
University of Wisconsin-Madison
randresen@rsp.wisc.edu

Eva Bjorndal
Head of Post-Award
King's College, London
eva.Bjorndal@kcl.ac.uk

Kim Moreland
Associate Vice Chancellor for Research Administration
University of Wisconsin-Madison
kmoreland@rsp.wisc.edu