

HOW DO WE RESPOND WHEN WE HAVE LISTENED?

Activity 1: RAIN activity

Recognise, Allow, Investigate, Nurture

- How do we listen without jumping in feet first?
- How do we manage silence?
- How do I stay non-judgemental, without an agenda?

As well as listening **more**, we respond by **holding** the pauses, which are important to allow for reflection.

We might also use the following resource: **RAIN** activity

Aim: To model a way of supporting conversations, to nurture a sense of authorship: so that the speaker has a space to come up with their own next step

Numbers: Small Group up to 10, divided into pairs

Time Needed: 30 minutes

Resources

- Space for participants to work in small groups and for the group to come together as a group
- Pens/pencils and paper
- Flip chart for groups to write down key points
- Handout 1
- Handout 2

Steps

1. Ask the group to think of a scenario/issue that might come up in the course of their work
2. It might be easier to take turns at different meetings or training events and focus on one scenario/situation each time.
3. Share the scenarios and decide amongst the group on which scenario/situation you will focus on
4. Use the attached handout 1 and write up RAIN in letters
5. You can then use handout 2 to explain what they stand for

HOW NOT WHAT

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Resources

Handout 1

R - Recognise

A - Allow

I - Investigate

N- Nurture

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Handout 2

Recognise helps the speaker 'name the emotion': this has the power to shine a light on an emotion that might otherwise leave us frozen in action. It can also build emotional intelligence and self-awareness: a place where change can happen.

'Can you tell me a bit about how you're feeling/how is this making you feel?'

Allow encourages the speaker to start on the process of defusing their struggle with this emotion or issue and opens space for the next step.

'Well done for being open to talk about this situation.'

'You've taken your first step to finding a way through this.'

Investigate this is about encouraging us to unpick and break down an issue, if appropriate. With **open** questions we may discover the triggers that lead to this heightened emotion.

Is there a way of avoiding this in the future?

What would help right now?

'What could you do to avoid this happening?'

'Have you worked out why this happens?'

Nurture helps re-visiting these situations with resilience, allows for a safe space to reflect.

'What do you need now to feel stronger?'

'One of the things that we know is helpful is to slow down our breathing.'

We can describe and practise 7/11 breathing: i.e. count to 7 on the 'in' breath and 11 on the 'out' breath. This slows the heart rate and calms the mind.