



Women's empowerment against sexist harassment in public space  
Project N° 2022-1-LT01-KA220-ADU-000086398



# Active Listening

Strategies for Active Listening





# Introduction

The FPS project is committed to fostering learning and cultivating attitudes that promote inclusion and respect for diversity. By actively challenging gender stereotypes, we support individuals in acquiring fundamental skills aimed at eliminating discrimination, inequality, and exclusion experienced by women in the EU due to entrenched gender roles and stereotypes.





# PUHU Research & Consultancy



- A research and education organization operating in the field of Social Innovation. With a bottom-up and participatory approach, we conduct activities in research, education, and reporting to identify the needs of target communities and align proposed solutions with these needs.
- We specialize in designing projects from idea to implementation for EU-supported projects, focusing on areas such as Youth, Migration, Education, and Neurodiversity to develop solution proposals for social issues.
- Utilizing Qualitative Research Methods such as Ethnographic Observation and Listening, Coaching, Philosophy with Children (P4C), and Philosophical Counseling, we create supportive theoretical content and design educational



# Action Listening\*



\*Yip, J., & Fisher, C. M. (2022). Listening in Organizations: A Synthesis and Future. *Academy of Management Annals*, 16(2), 657–679.

<https://doi.org/10.5465/annals.2020.0367>

# The Process



## Step 1: The Challenge

- Reflect on the **'challenge'**
- Identify one specific **'challenge'**

## Step 2: Stakeholders

- Map all parties involved in this **challenge**
- Map all relevant parties

## Step 3: Conversations

Initiate a series of listening-centered conversations to gather information, insight, **xxx**

## Step 4: The Takeaways

Synthesize all data to find a path forward and develop a plan of action to tackle the **'challenge'**.





# 01 CHALLENGES



# Step 1: Challenges



- **Challenge 1: Sexual Harassment:** Creating a safe and supportive environment that prevents and addresses instances of sexual harassment against women.
- **Challenge 2: Microaggressions:** Recognizing and addressing subtle forms of discrimination and microaggressions that contribute to a hostile work environment for women.
- **Challenge 3: Unconscious Bias:** Addressing unconscious biases that may affect hiring, promotion, and performance evaluations of women employees.
- **Challenge 4: Define one other challenge**







## “The” Challenge



- A “Challenge Worth Facing” “The Challenge”
  - involves **multiple stakeholders**,
  - has **significant impact potential**,
  - lacks **a clear solution**, and
  - requires **discussions** with key individuals for insights and approaches.





# 'The' Challenge

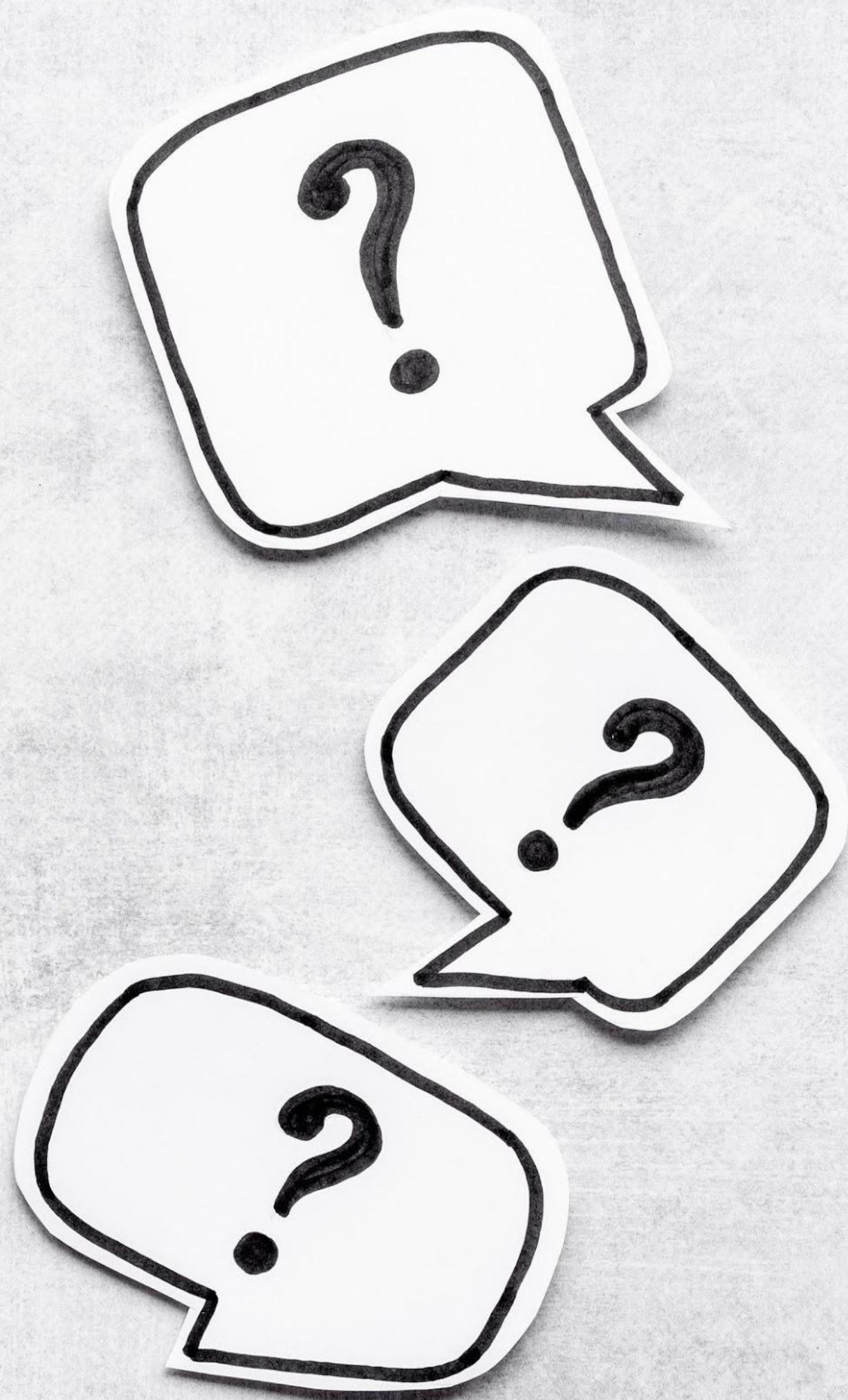


**Identify and focus on a single challenge  
to gain deeper insights through**

**Listening Conversations**







# Your Guiding Question



- Develop an open-ended guiding question starting with "What" or "How" that captures the essence of the underlying challenge identified.
- Your guiding question will help you focus your listening conversations on the core issues and perspectives to address your challenge.





# 'The' Question



How can we....?

.....?

.....?

How can I....?

What can I....?

What can we...?

.....?





A network diagram consisting of 10 nodes, each represented by a small gold-colored cylindrical cap on a thin black vertical post. The nodes are interconnected by thin red lines, forming a complex web of connections. The background is a light grey, textured surface.

# 02

## Stakeholders

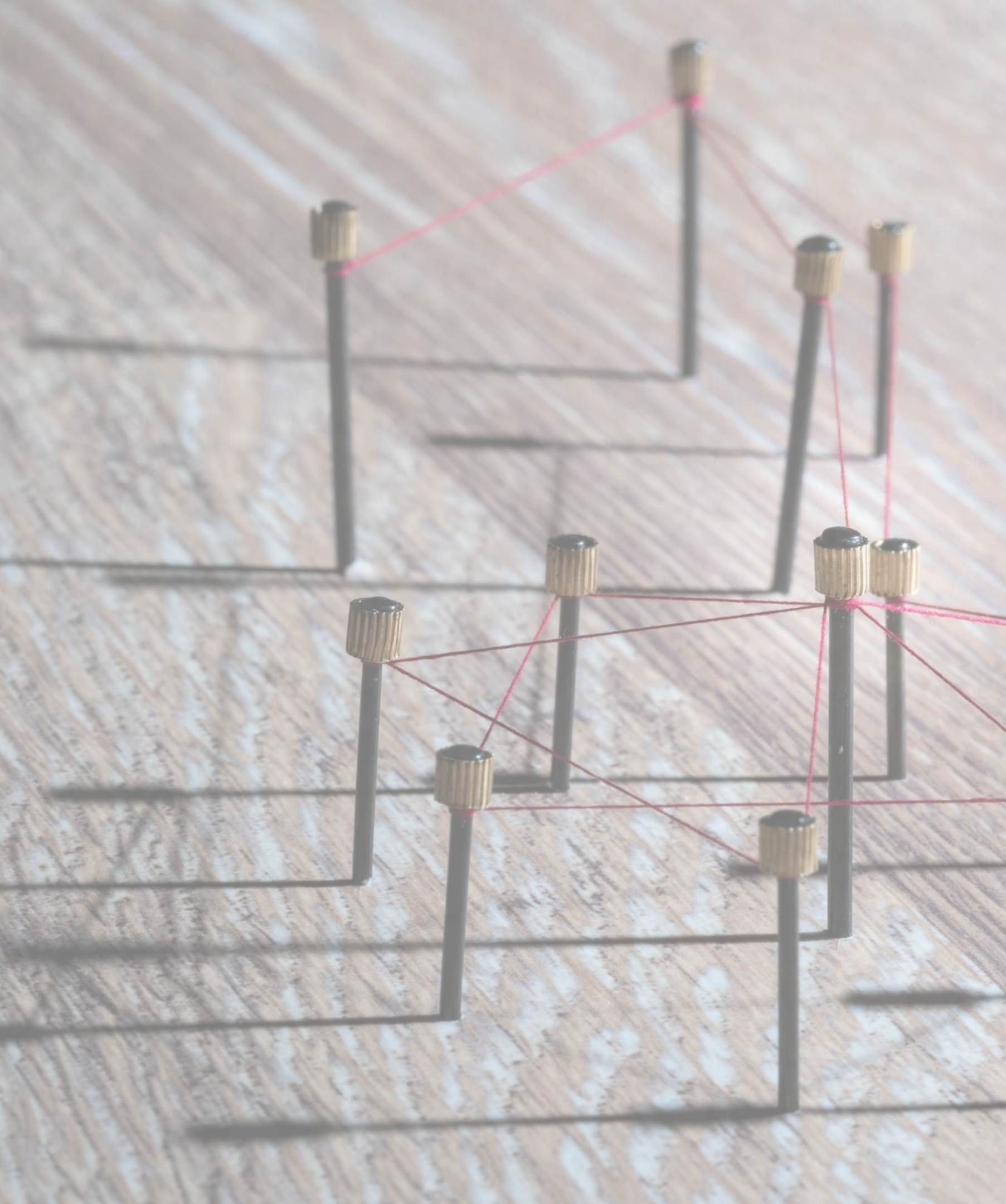




# Step 2: Stakeholders

Name	Role	Rationale
1. Identify up to 6 stakeholders for conversations		
2. Highlight their perspectives or potential support		
3. Including those who may resist change		





# Network Map

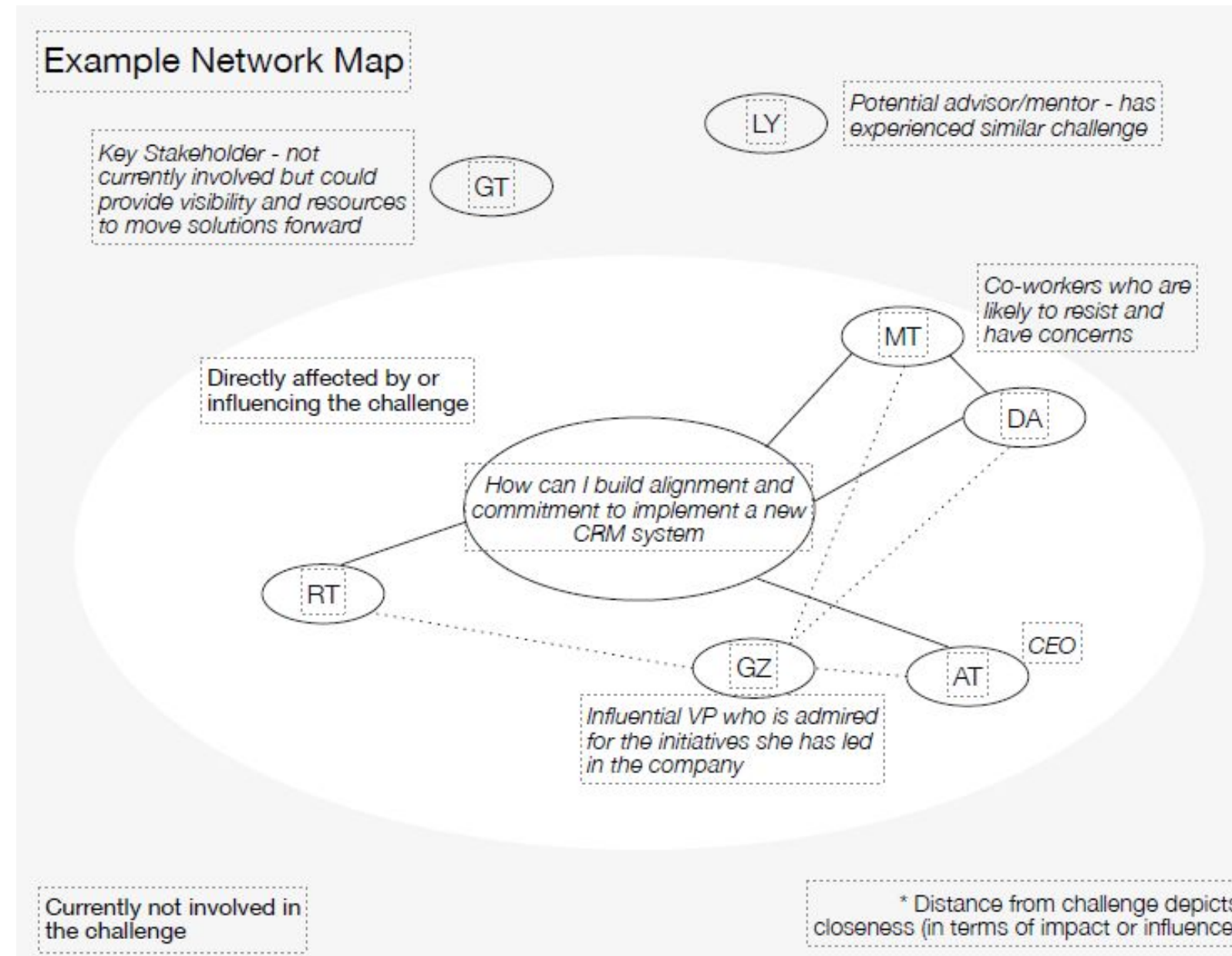


- Create a relationship map illustrating connections between stakeholders, with lines indicating relationships and distance showing closeness to the challenge and to each other.

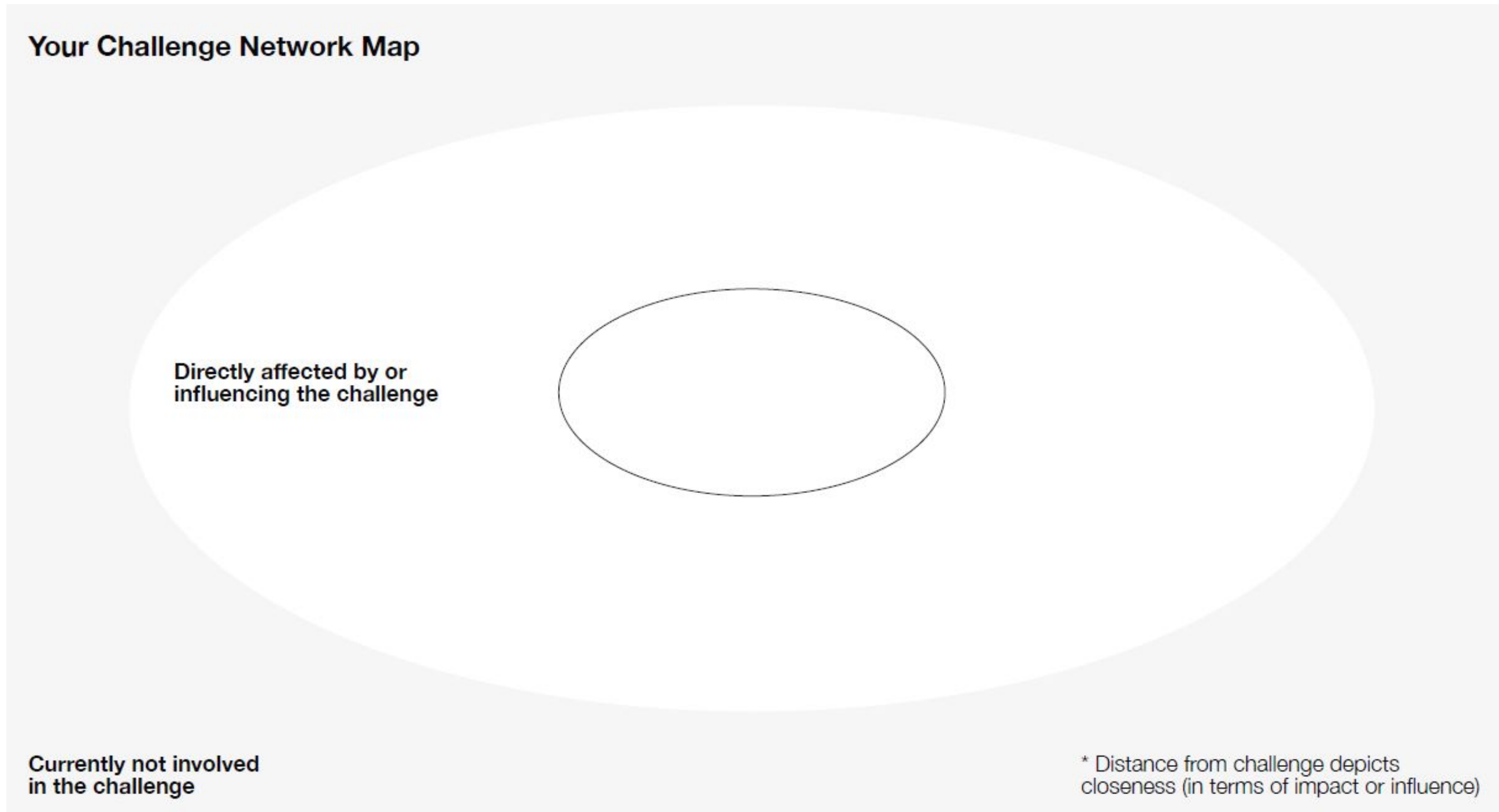




# Example Network Map: A case will be defined



# Case Network Map: A case will be defined





# Analysis



**Most Connected**

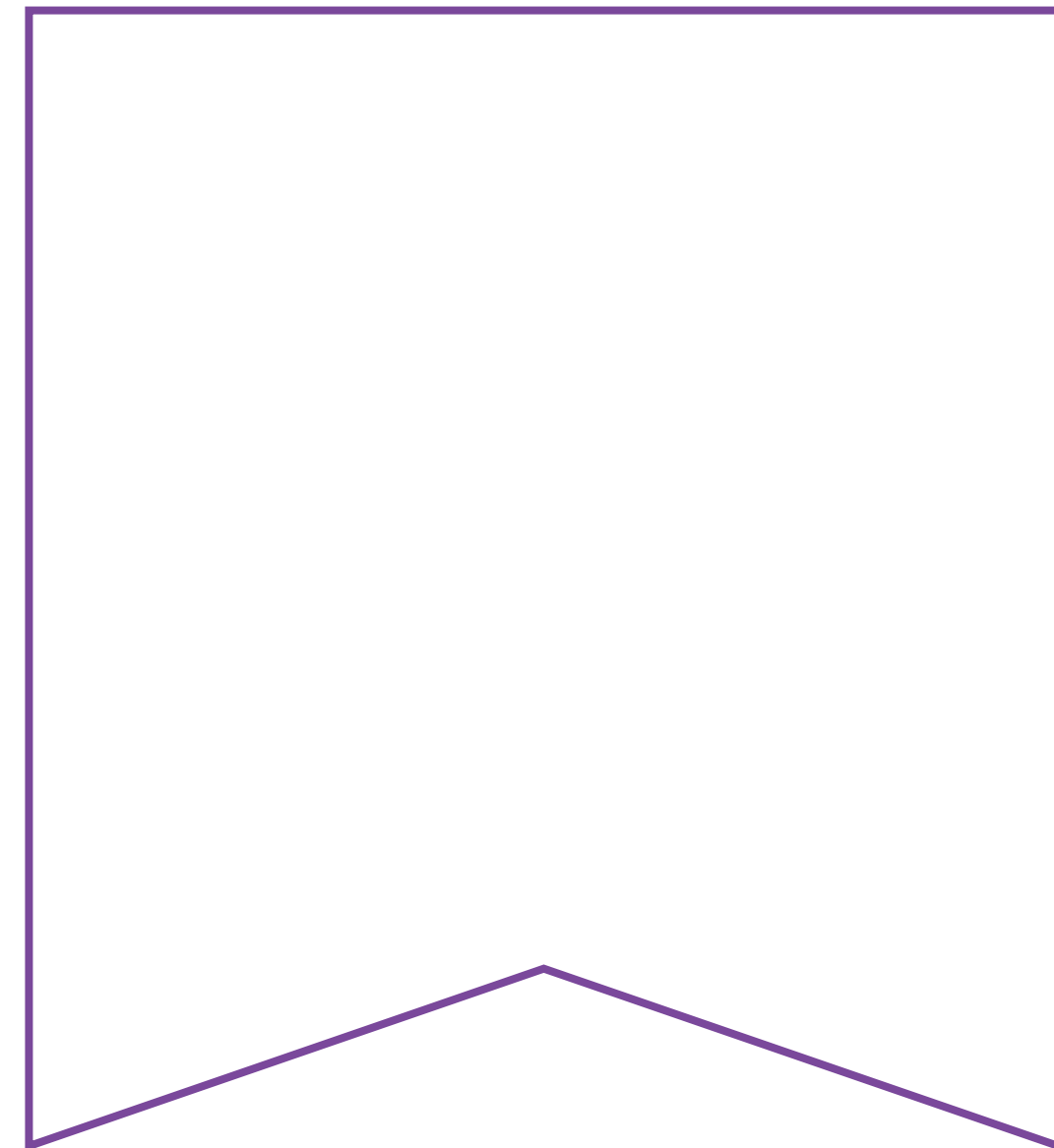


**Least Connected**



**Patterns**

## Reflect



# 03

## Conversations





# Listening Code





# CONNECT



- What could be on the other person's mind?
- How would you acknowledge that?





# DISCOVER

- What are you curious about?
- What questions will you ask?





# EXPLORE



- What did you learn?
- What actions can you enable or take?





# 04

## The Takeaways



# The Takeaways



- Reflect on insights and synthesize information gathered from conversations
- Identify patterns and differences in perspectives related to the challenge
- Utilize notes from Listening Canvases for guidance
- Consider different pathways forward to resolve the challenge
- Develop a specific action plan and commitments for implementation





# Insights on Listening

- What did you learn about how you listen and connect with others?
- How did you establish trust and safety in the conversation?
- What more could you do next







# Insights on Guiding Challenge



- What insights did you learn related to your guiding challenge question?
- Look at all the action listening canvases and use this space to write down as many insights as possible.





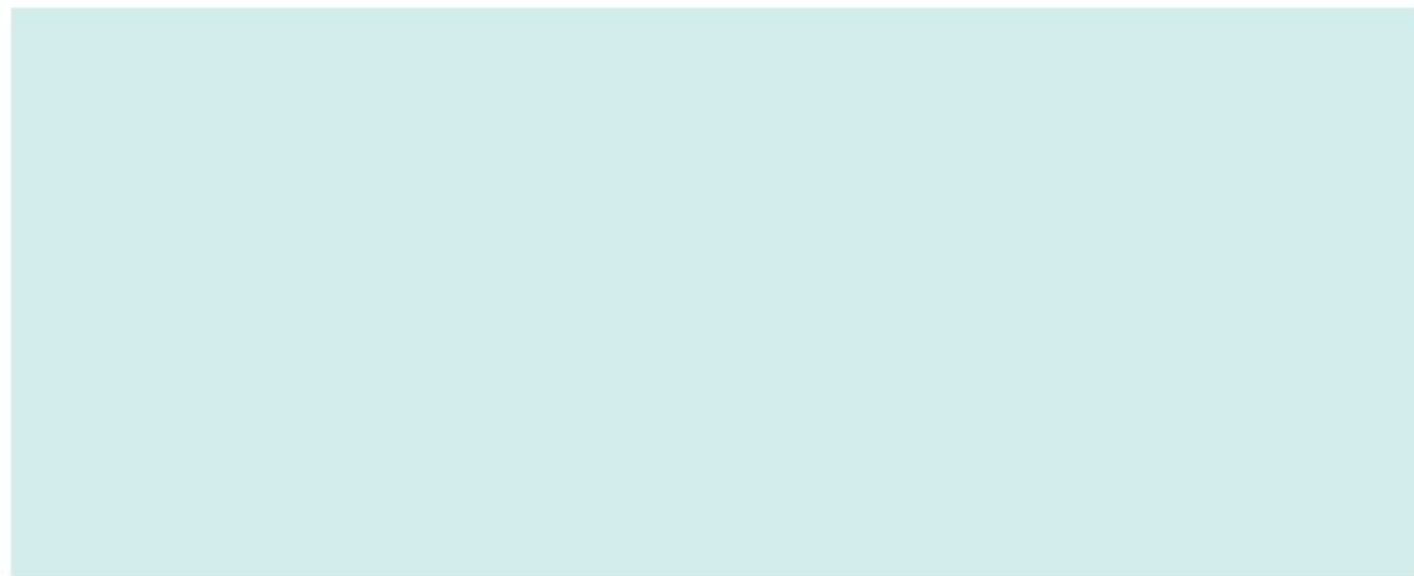
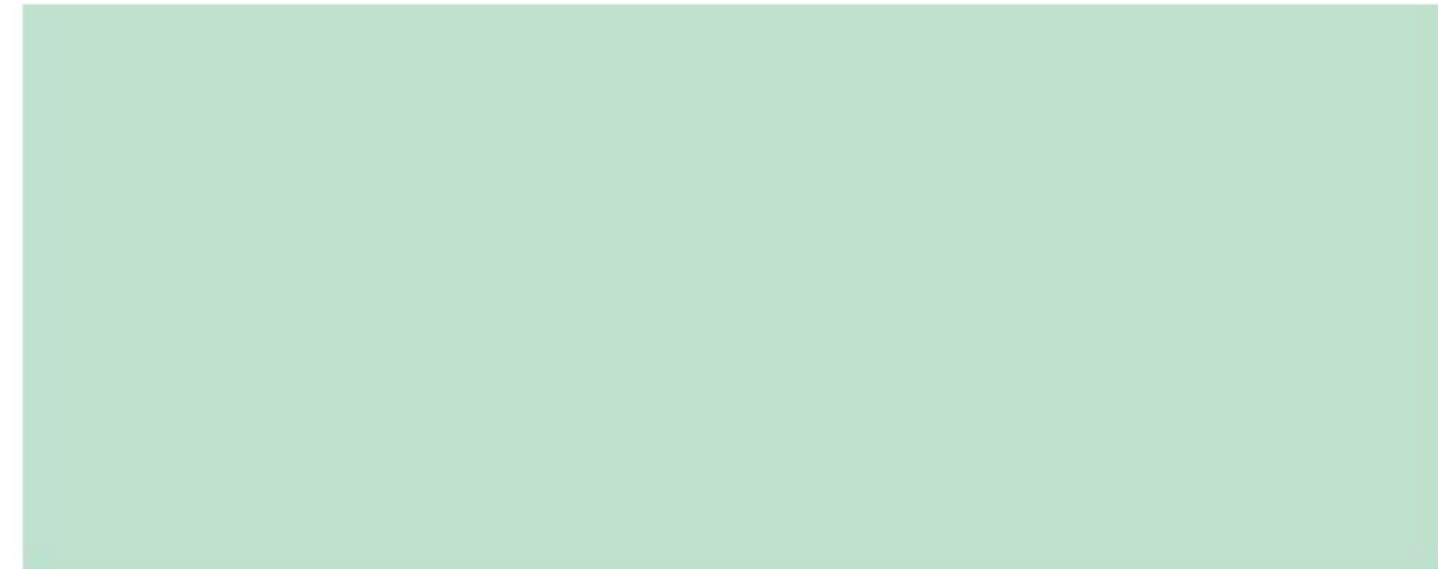
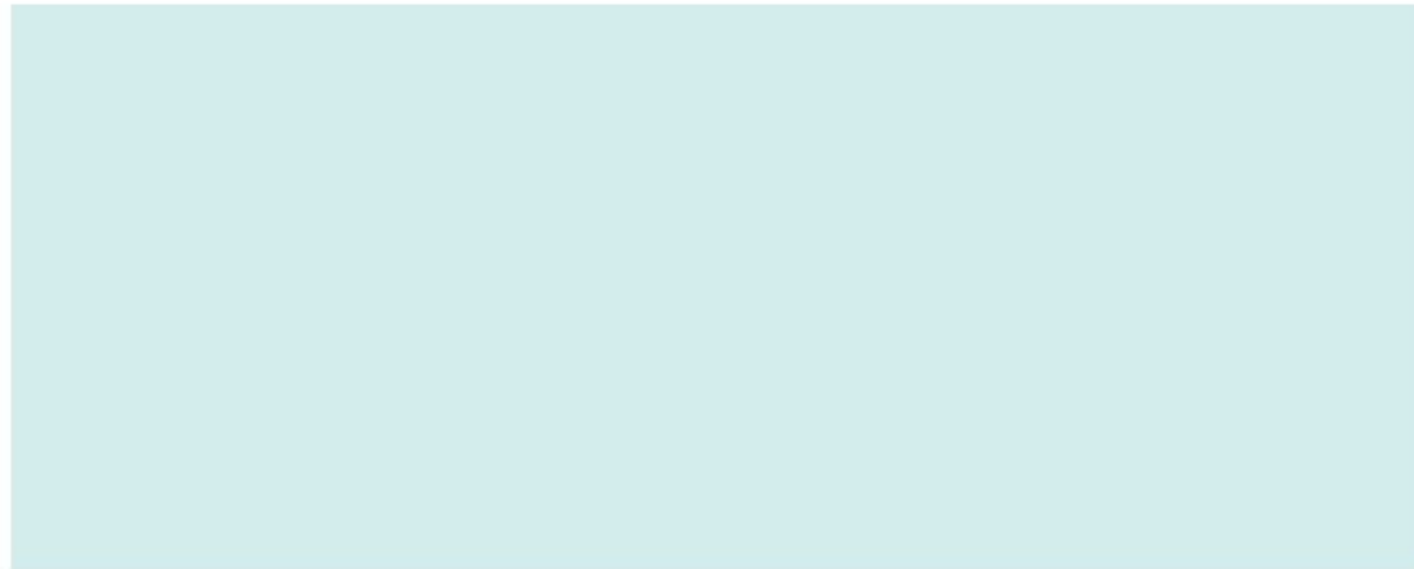
# Reality Mapping

CURRENT (What is)

POSSIBLE (What could be)

S  
I  
M  
I  
L  
A  
R

D  
I  
F  
F  
E  
R  
E  
N  
T





# Pathways Forward



- Envision an ideal future state related to your challenge
- Map out **different pathways** to achieve this ideal state
- Include pathways for personal and leadership growth
- Consider tactics and strategies to resolve the challenge
- Utilize insights gathered to inform the purpose and design of these pathways
- Evaluate the context of your challenge to determine the most suitable path forward





# Three Factors

- Effort
- Resistance
- Impact

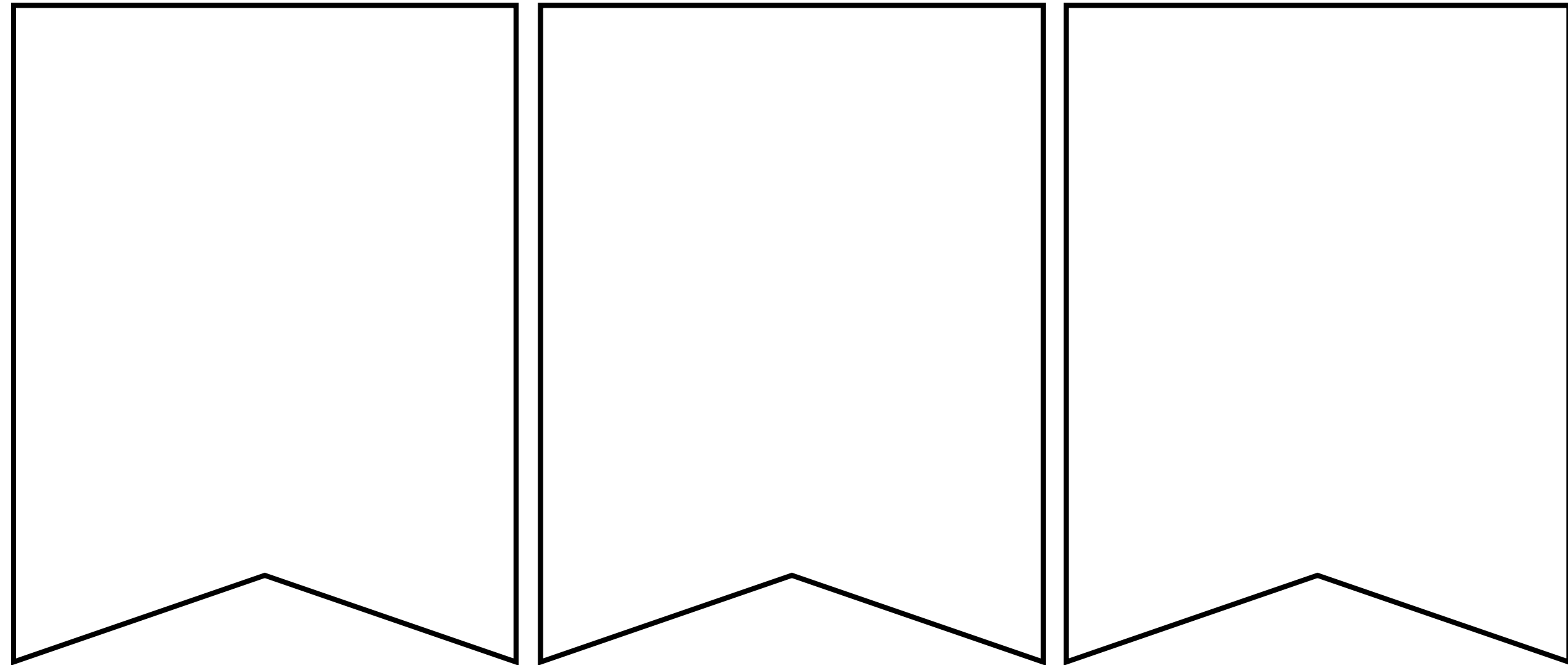
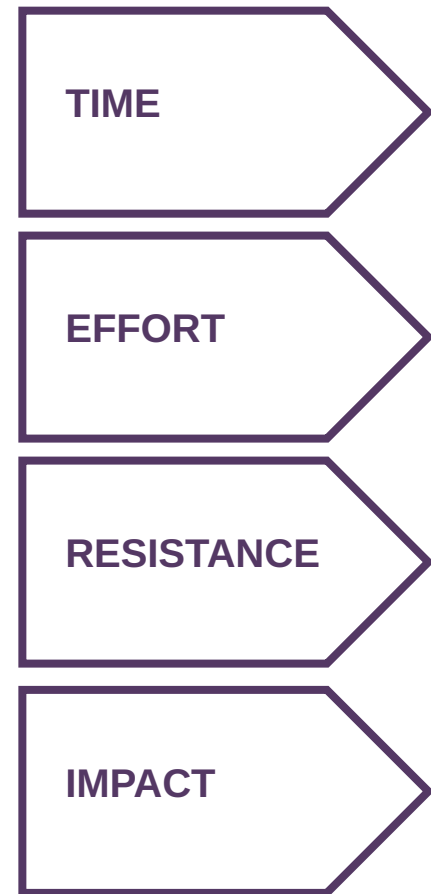


# Pathways Forward

PATHWAY1

PATHWAY2

PATHWAY3



## Reflect



# Respond



**For the pathway you have selected,  
what actions can you begin to undertake?**



# Respond



**ACTIONS**

**TIMELINE**

**PRIORITY**

**ACCOUNTABILITY**





# Bibliography

- Yip, J., & Sharma, S. (2023). Action Listening A Playbook for Change Leadership. CC BY-NC-SA 4.0. 2024,
- <https://www.listeningworks.ca/>





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# Thank you!



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