

Session toolkit

Take these home: the self-assessment, all three live exercises, a one-page guide for embedding the cycle in your own setting, and a sample feedback record.

Self-assessment

Answer for yourself before the exercises — no need to share.

1

On a scale of 1–5, how intentionally do you currently practice active listening in a typical conversation?

2

What's one moment this week where a small piece of feedback would have changed the outcome?

The cycle — three live exercises

ROUND 1 · 8 MINUTES

Active Listening Audit

FOUNDATION · COMMUNICATION · LEVEL 1

LIVE ADAPTATION Originally a solo reflection on a past conversation. Today, the audit happens live instead of from memory.

INSTRUCTIONS

Partner A talks for 90 seconds on a low-stakes prompt — a project you're proud of, or a challenge in your current role.

Partner B listens only. No interrupting, no advice.

REFLECTION PROMPT

“What is one thing the speaker said that you only fully processed now?”

ROUND 2 · 6 MINUTES

The 3-Bullet Summary

FOUNDATION · COMMUNICATION · LEVEL 2

LIVE ADAPTATION Originally: condense a status update into 3 bullets. Today, the “update” is the conversation Partner B just heard.

INSTRUCTIONS

Partner B condenses what Partner A said into exactly 3 bullet points, 15 words or fewer each — delivered out loud.

Partner A confirms: did it land, or did something essential get lost?

REFLECTION PROMPT

“What was the hardest detail to cut?”

ROUND 3 · 5 MINUTES

Gratitude Feedback

LEADERSHIP · EMOTIONAL INTELLIGENCE · LEVEL 2

LIVE ADAPTATION Originally: send a specific, non-generic thank-you to a peer. Today, Partner A gives this feedback about the summary just delivered.

INSTRUCTIONS

Partner A gives Partner B one piece of specific, impact-focused feedback on the summary — not generic praise.

Name the specific thing they did, and its effect.

REFLECTION PROMPT

“How did they respond to the specificity?”

Bring it home

Pick one context.

An advising session. A class period. An onboarding conversation.

Pick one skill.

The one your learners struggle with most often.

That's your first 15-minute cycle. It fits into a one-on-one advising slot, the first ten minutes of a class period, or a single onboarding conversation — no structural changes to your program required.

The feedback record, closing the loop

Every completed exercise in the Diano Careers library generates one of these. Below is a worked example for the Active Listening Audit — what the loop looks like once it's tracked, not just delivered once.

Example — not a real learner record

Summary	Practiced listening without interrupting during a 90-second live exchange; paraphrased the speaker's main point before responding.
Strengths	Waited for a natural pause before speaking. Reflected back the specific detail the speaker emphasized, not just the general topic.
Improvements	Reflection came a beat late — the pause before responding ran slightly long, which the speaker noticed.
Coaching tip	Practice reflecting back the <i>first</i> thing you hear, not the thing you find most interesting to respond to.
Mastery score	3 / 5 — up from 2 / 5 on the first attempt this week.

Want more like this? Scan to visit Diano Careers — the platform behind today's exercises — for the full library and what a daily practice looks like at scale.

