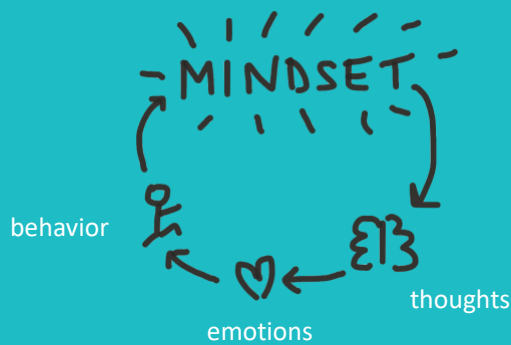


**J&J Manager Empowerment Program**  
**Workshop 2b (bonus): Strengthening non-verbal communication for remote work -**  
**WORKBOOK**  
With certified coach Desi Jagger

**KEY INSIGHTS**

## Change starts with your mindset



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## 3 levels of listening

Level 1 listening:  
Self-centered



- Listening to respond
- In your own head
- "This also happened to me..."

→ Use when someone is guiding or teaching you

Level 2 listening:  
Spotlight on the other



- Listening to understand
- Watching their every move, word and tone of voice
- "It seems like you are resentful..."

→ Use to make the other feel understood

Level 3 listening:  
Global awareness

- Soft focus on the other, awareness of the space between and around you
- "The energy in this room feels awkward..."

→ Use to expand the perspective and see the relationship in context

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## Active listening techniques

1. **Giving space** – don't interrupt
2. **Mirroring** – repeat their words, mimic their gestures
3. **Labeling** – “It sounds like you're upset”
4. **Sensing** – “your energy seems excited”, “the energy in the room seems tense”

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### VISUALIZATION EXERCISE

Vision: What do you want the connection with your team to look like (even when working remotely)? How would that feel?

STOP: What limiting beliefs do you need to leave behind?

START: What new beliefs do you need to introduce into your life?

CONTINUE: What beliefs do you want to keep?

### BREAKOUT GROUP – LISTENING PRACTICE

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For questions and free coaching consultations,  
email [desijagger@gmail.com](mailto:desijagger@gmail.com)

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Listener – How well do you think you listened? How strong was the connection with the speaker?

Speaker – How did you feel? How well did the listener listen?

Observers – Which active listening techniques did the listener use? What was the impact on the speaker?

**ACCOUNTABILITY (TO COMPLETE BEFORE THE NEXT SESSION)**

→ Practice the actively listening techniques in a few remote meetings

What is the impact on your team?