



Opportunity Knocks Critical Issue Review Structured Listening Exercise

1. Have members go around and briefly describe a critical issue they are facing in their business or personally. As a listening exercise this should take no more than ten to fifteen minutes for everyone to highlight their issue, if they have one. No verbal interaction between members, just listen.
2. Have the group select the critical issue that seems the most top of mind and needing the group's immediate attention.
3. Have the member selected provide an oral narrative description of the problem going into some detail in terms of how it is impacting the business, them personally, other people in the business, what happens if it is not solved successfully, etc. This will probably take about ten minutes as well. Again, all other members should just listen.
4. Once the story has been completed by the member, it is now time to entertain questions from each member to help bring out more details to the story, find out more information, inquire as to what has been tried and other questions that might help stimulate more options for the member with the critical issue. Questions by the members are done in succession from member to member with no additional interaction, just listening by the others and jotting down notes or follow-up questions once their turn comes.
5. After going around once, the facilitator asks if there are any more questions or if the member with the critical issue has any more concerns related to the specific critical issue being addressed. If not, the facilitator then repeats the go around asking each member for any recommendations they might have for the member. This is the time for the member with the issue to just listen and jot down notes/thoughts.
6. Once completed the facilitator asks the member with the issue to communicate what new ideas they have received from their fellow members and what specific actions steps they are willing to commit and to review at the next monthly meeting with the group.