

# DOWNLOAD PDF PRACTICING SILENCE AND OTHER LISTENING BEHAVIORS THAT WORK!

## Chapter 1 : Passive Listening: Practicing Your Observational Listening Skills

*Listening Skills* A significant portion of a social worker's job involves interviewing clients and other parties involved in a client's care. To provide the most effective services and counseling, a social worker must develop the ability to listen carefully and pay attention to details.

Good communication skills require a high level of self-awareness. Understanding your own personal style of communicating will go a long way toward helping you to create good and lasting impressions with others.

**About Active Listening** The way to improve your listening skills is to practice "active listening. In order to do this you must pay attention to the other person very carefully. You cannot allow yourself to become distracted by whatever else may be going on around you, or by forming counter arguments while the other person is still speaking. Nor can you allow yourself to get bored, and lose focus on what the other person is saying. To enhance your listening skills, you need to let the other person know that you are listening to what she is saying.

**Finding This Article Useful?** Read our [Privacy Policy Acknowledgement](#) can be something as simple as a nod of the head or a simple "uh huh. Using body language and other signs to acknowledge you are listening can also help you to pay attention. Try to respond to the speaker in a way that will encourage him to continue speaking, so that you can get the information that you need. It may help to practice **Mindful Listening** if you find that you lose focus regularly.

**Becoming an Active Listener** There are five key active listening techniques you can use to help you become a more effective listener:

- Pay Attention** Give the speaker your undivided attention, and acknowledge the message. Recognize that non-verbal communication also "speaks" loudly. Look at the speaker directly. Put aside distracting thoughts. Avoid being distracted by environmental factors. For example, side conversations. Smile and use other facial expressions. Make sure that your posture is open and interested. Encourage the speaker to continue with small verbal comments like yes, and "uh huh.
- Provide Feedback** Our personal filters, assumptions, judgments, and beliefs can distort what we hear. As a listener, your role is to understand what is being said. This may require you to reflect on what is being said and to ask questions. Reflect on what has been said by paraphrasing. Ask questions to clarify certain points. If you find yourself responding emotionally to what someone said, say so. And ask for more information: What I thought you just said is XXX. Is that what you meant?
- Defer Judgment** Interrupting is a waste of time. It frustrates the speaker and limits full understanding of the message. Allow the speaker to finish each point before asking questions. Respond Appropriately Active listening is designed to encourage respect and understanding. You are gaining information and perspective. You add nothing by attacking the speaker or otherwise putting her down. Be candid, open and honest in your response. Assert your opinions respectfully. Treat the other person in a way that you think she would want to be treated.

**Key Points** It takes a lot of concentration and determination to be an active listener. There are five key techniques you can use to develop your active listening skills:

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## Chapter 2 : Use Of Silence – A Powerful Coaching Skill

*Many years ago there was a public service announcement that talked about the importance of good listening skills. It sought to explain the difference between hearing and listening. While hearing is a physical ability—actually one of our five senses—listening is a skill.*

As babies we learn to listen to sounds using discriminative listening skills; we can distinguish between the voices of our mothers and fathers, and while we may not comprehend the messages being given, we are able to hear and process sounds and tones. Therapists and teachers utilize listening skills on a regular basis, and as compassionate and caring human beings, listening helps further our relationships with people and improves our bonds with friends and family members. Students use listening to better understand their subjects, and we regularly apply our passive listening skills to our experience of music and television. There are a number of different types of listening including both active and passive listening, which are both important factors in effective communication. While active listening allows the listener to engage with the speaker, passive listening encourages the listener to observe the speaker quietly. What is Passive Listening? When a person is practicing passive listening, he is sitting quietly without responding to what the speaker is saying. When you listen to music or a podcast or even the news, you are practicing passive listening. Sometimes passive listening may require a few open-ended replies to keep the speaker talking, however, this technique generally requires focused concentration and minimal verbal feedback from the listener. Listening to a lecture in school or watching a movie both require passive listening skills, and the technique can improve your communication and your ability to clearly understand the information being presented. While passive listening requires the listener to sit back quietly and absorb information, active listening is about engaging the speaker verbally and through the use of body language. Active listening allows for engaging feedback while passive listening requires silent participation on behalf of the listener. How to Improve Your Passive Listening Skills The key to becoming a better communicator lies within your ability to listen. Most people spend more time speaking or crafting a response in their head instead of actually paying attention to what the speaker is saying. Seven Tools to Communicate Tactfully. Becoming a better passive listener is an important skill, and can be attained with the following simple steps: Focus Turn off your electronics yes, even your phone! Phone calls, emails, and text messages can wait. Keep your legs uncrossed and your arms open. Silence Passive listening requires little to zero verbal replies from the listener. Try to avoid crafting any kind of response to what the speaker says instead focus exclusively on his or her words and body language. Does the speaker have an open body position? Is his or her arms crossed? Do his or her words connect somehow to what he or she is saying? An understanding of the topic will help further your ability to effectively practice passive listening. Leaning in is an essential tool of the passive listener, and enables the speaker to relax and express him or herself more openly. Practicing passive listening can be an effective tool in counseling, office management, and everyday interactions with friends and family. The process encourages listening without actively responding, and requires a certain level of restraint and focus on behalf of the listener. Passive listening can help improve your relationships with people and can provide both the speaker and the listener with a new appreciation for listening and communication in general. Passive listening requires the listener to sit back and focus, without crafting an immediate response, and forces the listener to concentrate his or her attention completely on the words and body language of the speaker. This listening technique encourages complete attention and a near meditative effort on behalf of the listener. Passive listening can be attained through focus, body position, and silence. As active members of modern society, we often forget to sit back and focus on a single point or subject at any given time. We are constantly being asked to multitask and give our attention to multiple topics at once. Our phones ring, text messages chime, and our email alerts are constantly asking us pay attention. By allowing us the time to improve our passive listening skills, we can advance our relationships with each other and learn to better focus on our immediate interactions with each other. Passive listening can help us advance

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our relationships and our communication skills. Improve Your Skills in One Day. Being able to effectively communicate requires practice and persistence and a focus on listening. Becoming a better passive listener can be easily attained with just a few simple steps and a commitment to improving oneself.

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## Chapter 3 : Effective Communication: Improving Communication Skills in Your Work and Personal Relations

*The use of silence is a powerful coaching skill, all part of your ability to listen effectively as a coach. It is a skill which can take a while to feel comfortable with and to master, often feeling that silence indicates that we have run out of questions or that we are making our coachee feel uncomfortable.*

Chapter 4 Types of Listening Different situations require different types of listening. We may listen to obtain information, improve a relationship, gain appreciation for something, make discriminations, or engage in a critical evaluation. While certain skills are basic and necessary for all types of listening receiving, attending, and understanding, each type requires some special skills. Chapter 5 discusses those special skills and presents guidelines to improve listening behavior in all situations. But before we can fully appreciate the skills and apply the guidelines, we must understand the different types of listening. Listeners are successful insofar as the meaning they assign to messages is as close as possible to that which the sender intended. Informative listening, or listening to understand, is found in all areas of our lives. Much of our learning comes from informative listening. For example, we listen to lectures or instructions from teachers—and what we learn depends on how well we listen. In the workplace, we listen to understand new practices or procedures—and how well we perform depends on how well we listen. At times, careful informative listening is crucial—remember the aircraft landing report in chapter 1. At other times, careless listening results in only aggravation or misunderstanding—remember my misunderstanding of my daughter, Missy, as presented in chapter 2. Whatever the case, effective informative listening demands that you concentrate squarely on the message—and know its source. There are three key variables related to informative listening. Knowing these variables can help you begin to improve your informative listening skills; that is, you will become increasingly successful in understanding what the speaker means. The precise relationship between vocabulary and listening has never been determined, but it is clear that increasing your vocabulary will increase your potential for better understanding. Having a genuine interest in words and language, making a conscious effort to learn new words, breaking down unfamiliar words into their component parts—all these things will help you improve your vocabulary. Another good way to improve your vocabulary is to be sensitive to the context in which words are used. Sometimes, unfamiliar words appear with synonyms: Her attractive, winsome personality won us over. At other times, a contrast is drawn: He is usually quite energetic, but today he seemed lethargic. Occasionally, an unfamiliar word is used to summarize a situation or quality: He passed for over yards, ran for 50 more, and his three punts averaged over 45 yards; he turned in a stellar performance. Look for these and other contextual clues to help you learn new words and improve your vocabulary. You can remember times when another person was not concentrating on what you were saying—and you probably can remember times when you were not concentrating on something that someone was saying to you. She was not coming home that night, and I had to leave the house earlier than usual the next morning. I had to drive from Montgomery to Mobile, where I was to give a speech—and all my notes and visual aids were in my automobile. Fortunately for me, Teri had left the telephone number of her friend, and I was able to retrieve my automobile. Sometimes listeners try to divide their attention between two competing stimuli. At other times, listeners are preoccupied with something other than the speaker of the moment. Sometimes listeners are too ego-involved, or too concerned with their own needs to concentrate on the message being delivered. Or perhaps they lack curiosity, energy, or interest. Many people simply have not learned to concentrate while listening. Others just refuse to discipline themselves, lacking the motivation to accept responsibility for good listening. Concentration requires discipline, motivation, and acceptance of responsibility. Memory is an especially crucial variable to informative listening; you cannot process information without bringing memory into play. More specifically, memory helps your informative listening in three ways. It allows you to recall experiences and information necessary to function in the world around you. In other words, without memory you would have no knowledge bank. It establishes expectations concerning what you will encounter. You

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would be unable to drive in heavy traffic, react to new situations, or make common decisions in life without memory of your past experiences. It allows you to understand what others say. Without simple memory of the meaning of words, you could not communicate with anyone else. Without memory of concepts and ideas, you could not understand the meaning of messages.

### Relationship Listening

The purpose of relationship listening is either to help an individual or to improve the relationship between people. Therapeutic listening is a special type of relationship listening. Therapeutic listening brings to mind situations where counselors, medical personnel, or other professionals allow a troubled person to talk through a problem. Three behaviors are key to effective relationship listening: In relationship listening, attending behaviors indicate that the listener is focusing on the speaker. Eye contact is one of the most important attending behaviors. Looking appropriately and comfortably at the speaker sends a message that is different from that sent by a frequent shift of gaze, staring, or looking around the room. Body positioning communicates acceptance or lack of it. Leaning forward, toward the speaker, demonstrates interest; leaning away communicates lack of interest. Many responses have a negative or nonsupportive effect; for example, interrupting the speaker, changing the subject, turning the conversation toward yourself, and demonstrating a lack of concern for the other person. Giving advice, attempting to manipulate the conversation, or indicating that you consider yourself superior are other behaviors that will have an adverse effect on the relationship. Sometimes the best response is silence. Three characteristics describe supportive listeners: It is not sympathy, which is a feeling for or about another. Nor is it apathy, which is a lack of feeling. Empathy is feeling and thinking with another person. The caring, empathic listener is able to go into the world of anotherâ€”to see as the other sees, hear as the other hears, and feel as the other feels. Obviously, the person who has had more experience and lived longer stands a better chance of being an effective empathic listener. The person who has never been divorced, lost a child to death, been bankrupt, or lost a job may have a more difficult time relating to people with these problems than one who has experienced such things. Risk is involved with being an empathic relationship listener. You cannot be an effective empathic listener without becoming involved, which sometimes means learning more than you really want to know. Empathic behavior can be learned. First, you must learn as much as you can about the other person. Third, you must have the desire to be an empathic listener. And you must remember that empathy is crucial to effective relationship listening.

### Appreciative Listening

Appreciative listening includes listening to music for enjoyment, to speakers because you like their style, to your choices in theater, television, radio, or film. It is the response of the listener, not the source of the message, that defines appreciative listening. That which provides appreciative listening for one person may provide something else for another. For example, hard rock music is not a source of appreciative listening for me. I just mentioned that I prefer gospel music to hard rock. I enjoy gospel music when I hear it in the little churches of rural Alabama. I also enjoy it when it is presented in the large church I attend in Montgomery. I also very much enjoy presentations of gospel music on radio, on television, or in concert by well-known performers who understand its meaning. I enjoy hearing good speakers, speakers whom I admire, and speakers who have expertise. I frequently attend lectures at Air University by speakers who have all three of these characteristics. Among the speakers I have heard there recently: I have heard many other outstanding speakers at Air University, of courseâ€”these four simply came to mind readily as examples of speakers who had all three of the characteristics mentioned above: Presentation encompasses many factors: Sometimes it is our perception of the presentation, rather than the actual presentation, that most influences our listening pleasure or displeasure. Perception is an important factor in appreciative listening. For years, I did not care to listen to jazz music. Then I started to work for a new bossâ€”a general officer who enjoyed jazz. I admired him very much. My mind was now open to listen to jazz. My perception was changing, and I began to enjoy jazz music. Expectations play a large role in perception. If I attend a concert under duress with no expectation of enjoying the music perhaps my wife insists that I attend, or my position in the community makes it the thing to do, I may be pleasantly surprised. But I stand a lot better chance of enjoying the concert if I expect to enjoy it. Perceptionsâ€”and the expectations that drive themâ€”have their basis in attitudes. Our attitudes determine how we react to, and interact with, the world

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around us. There was a time, not many years ago, when I did not want a personal computer PC in my office. I did not want to even be around a PC. I did not enjoy working with computers. Six years ago, I wrote a book called *Speaking Effectively*:

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## Chapter 4 : Reflective Listening to Improve Communication Skills

*Different situations require different types of listening. We may listen to obtain information, improve a relationship, gain appreciation for something, make discriminations, or engage in a critical evaluation. While certain skills are basic and necessary for all types of listening (receiving).*

Active Listening Become a Better Listener: Active Listening By John M. By learning the skills below, you will become a better listener and actually hear what the other person is saying – not just what you think they are saying or what you want to hear. While therapists are often made fun of for engaging in active listening, it is a proven psychological technique that helps people talk. Are you as good a listener as you think you are? If you even just use 3 or 4 of these skills, you will find yourself listening and hearing more of what another person is saying to you. Restating To show you are listening, repeat every so often what you think the person said – not by parroting, but by paraphrasing what you heard in your own words. Giving feedback Let the person know what your initial thoughts are on the situation. Share pertinent information, observations, insights, and experiences. Then listen carefully to confirm. Emotion labeling Putting feelings into words will often help a person to see things more objectively. Effective pause Deliberately pause at key points for emphasis. This will tell the person you are saying something that is very important to them. Silence Allow for comfortable silences to slow down the exchange. Give a person time to think as well as talk. Silence can also be very helpful in diffusing an unproductive interaction. Redirecting If someone is showing signs of being overly aggressive, agitated, or angry, this is the time to shift the discussion to another topic. Consequences Part of the feedback may involve talking about the possible consequences of inaction. They tend to make people defensive. Digging for information and forcing someone to talk about something they would rather not talk about.

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## Chapter 5 : Listening Effectively - Types of Listening

*How silence can be used as a tool. When I was a resident I was given the opportunity to participate in a series of seminars designed to improve my teaching skills.*

We hear or listen to obtain information, to understand ideas, to learn and in our everyday interactions with those around us. But we can think we are listening – often in reality we are only hearing what we want to hear. One of the lectures I give is on the role of listening and dialogue in the educational encounter. When researching for the class the more I read on active listening, the more I thought that these skills were extremely useful for qualitative interviews – and so it has proved so far. We think we listen, but very rarely do we listen with real understanding, true empathy. Kathryn Robertson defines active listening: Listening is difficult work that we will not undertake unless we have deep respect and care for the other – we listen not only with our ears, but with our eyes, mind, heart and imagination – we listen to the words of the other, but we also listen to the messages buried in the words. We listen to the voice, the appearance, and the body language of the other – we simply try to absorb everything the speaker is saying verbally and nonverbally without adding, subtracting, or amending. The point here is that active listening moves beyond what we hear, paying attention to the other aspects of what the speaker is presenting and trying to listen non-judgementally – simply trying to understand what it is the speaker is communicating. I do think that these are excellent tools for any qualitative researcher. As Robertson stated, active listening is not easy – but it can be learned with practice and attention. You are not there to interrogate them! So be present – set up the room without distractions, turn off phones. But it can be a potent way of garnering excellent material. And paying attention to your own body language – making eye contact, leaning in, being open – all send important signals that you are interested and listening. Any challenge to potentially sensitive topics can wait until afterwards. It has proven to be the case in my own interviews. When people stop talking briefly we can feel the need to fill these gaps but often it gives people time to think further and develop ideas, arguments or simply allows them thinking time to continue. It also shows that you are giving power to them to develop the direction that conversation or dialogue is taking. The ability to reflect can help create rapport and deepen exploration. Reflecting emotion in particular is a potent way of showing respect and developing dialogue. Open-ended questions draw people out and encourage them to expand their ideas. They allow you to uncover hidden issues. It can also help wrap up certain points in the conversation if you think you have exhausted a particular route and want to move the discussion on. It also shows that you have been listening and understood. As a qualitative researcher you are an active party to the interview with your own thoughts and feelings – as Holstein and Gubrium discuss, you cannot but help to shape the information that you are collecting. But active listening is first and foremost about understanding the interviewee. I have really found the above very useful for reflecting on my own interviews, particularly when listening back and transcribing. It can be quite uncomfortable picking up on my own mistakes! I think the most useful lesson I have learnt is about being silent Point 8 above. I have found it uncomfortable at points sitting quietly and waiting not too long, mind! Actually, nothing could be farther from the truth. By consistently listening to a speaker, you are conveying the idea that: I feel sure that you have a contribution to make. I just want to understand you. For further reading on the above, some of which have informed the above and other connected articles that may be of interest, see: Qualitative Research 3rd edition London: Sage Publications, pp Hoppe, M. University of Chicago Rogers, C. A Way of Being. Houghton Mifflin Royce, T.

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## Chapter 6 : Empathic Listening: Listening First Aid

*Listening Skills Exercise: Summarize, Summarize, Summarize! For at least one week, at the end of every conversation in which information is exchanged, conclude with a summary statement.*

Gregorio Billikopf Encina University of California The Panama Canal may serve as an adequate analogy for the role of effective listening skills. As a youth, I traversed the canal several times as we sailed in a freight ship from the port of Valparaiso in Chile, to New York. Massive lock gates are utilized to manage the water levels in the canal, so that ships can move from one direction to another. The water level behind one set of closed locks can be much higher than that of the next compartment through which a ship will travel. We can compare this scene to the state of mind of an individual suffering from deep emotional wounds, or involved in a serious interpersonal conflict. With disparate water levels there is a buildup of pressure behind the closed locks. If one were to open these lock gates, the flow would be mostly unidirectional. Likewise, a party who is holding in her emotions needs a release. Such an individual is unlikely to 1 think clearly about the challenge or 2 be receptive to outside input from another. The role of the listener or helper is to allow such an individual to open the lock gates. When he does, the water gushes out. During this venting process, there is still too much pressure for a person to consider other perspectives. Only when the water level has leveled off between the two compartments, does the water begin to flow evenly back and forth. The role of the listener is to help empty the large reservoirs of emotion, anger, stress, frustration and other negative feelings until the individual can see more clearly. Not until then, can a party consider the needs of the other. Perhaps we can think of it as listening first aid. At one enterprise, I had just been introduced, by the proprietor, to one of the parties involved in a conflict where I would be the mediator. Rather than bringing both of these individuals together immediately, I instead met with each separately in a pre-caucus. As soon as the owner left us alone, the individual broke into tears. A similar situation took place at a different enterprise, where one of the managers began to cry, ostensibly because of other issues pressing heavily upon him. Had these men come immediately into a joint meeting with their respective contenders, their feelings of vulnerability might just as easily have turned into anger and defensiveness. In another organization, I was informed that the pre-caucus would be quite brief, as the person I was about to listen to was not a man of many words. Yet this individual spoke to me for almost two hours. By the time we finished, he felt understood and had gained confidence. During the joint session, this same employee was able to laugh when it was appropriate. The process of listening so others will talk is called empathic listening. Empathy, according to some dictionary definitions, means to put oneself in a position to understand another person. Certainly, this is an aspect of empathy. We prefer to define empathy, however, as it is often used in psychology: Empathic listening requires that we accompany a person in her moment of sadness, anguish, self-discovery, challenge or even great joy! When an individual feels understood, an enormous emotional burden is lifted; stress and defensiveness are reduced; and clarity increases. Listening Skills in Interpersonal Communication We spend a large portion of our waking hours conversing and listening. When two friends or colleagues have an engaging dialogue, they will often compete to speak and share ideas. Certainly, listening skills play an important role in such stimulating exchanges. When it comes to empathic listening, we do not vie to be heard, nor do we take turns speaking. Rather, we are there to motivate and cheer the other person on. Empathic listening skills require a different subset of proficiencies than conversing, and it is certainly an acquired skill. Many individuals, at first, find the process somewhat uncomfortable. Furthermore, people are often surprised at the exertion required to become a competent listener. Once the skill is attained, there is nothing automatic about it. In order to truly listen, we must set aside sufficient time to do so. Perhaps the root of the challenge lies here. Empathic listening is incompatible with being in a hurry, or with the fast paced world around us. Such careful listening requires that we, at least for the moment, place time on slow motion and suspend our own thoughts and needs. Clearly, there are no shortcuts to empathic listening. Some of the dialogues in this paper are videotape transcripts made possible by generous

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volunteers. It is my goal to give life to some of these clips, so as to better illustrate what it means to indeed listen empathetically. The purpose of this paper, then, is to further explicate and describe empathic listening, as well as some of the skill subsets involved. We challenge the reader to temporarily put aside any preconceived notions about effective listening. In order to more clearly illustrate empathic listening, we will portray both positive and negative examples. Effective listening and attending skills can be applied to all of our interpersonal and business relationships. We will become more effective listeners as we practice at home, in our business dealings, and in other circles. One of the greatest gifts we can give another is that of truly listening.

Different approaches to listening There are different approaches to providing assistance. One helping model involves a three-step process: Slowly, or sometimes quite abruptly, people move from listening to prescribing. It is not uncommon, under some circumstances, for a person to focus on the third of these steps: In other situations, individuals may utilize the first two steps. Perhaps most uncommon is an emphasis on listening alone. You can probably imagine situations where each of these approaches may make sense. When there is little time, or in dangerous situations, people may offer advice even when they were not asked. For matters of a technical or medical nature, the three-way process of listening, diagnosing, and prescribing is often preferable. After prescribing, it is helpful to take a step back and determine how the individual feels about the proposed solution. A related approach involves going through the first two steps and then involving the troubled person in examining alternative solutions. Finally, for more personal matters, where the solution is owned by the individual facing the challenge, a listening approach is most advantageous. This is where empathic listening fits in. Let us consider these phases in reverse order.

Prescriptive Phase The majority of individuals, while they may fully begin with intentions of listening, often quickly transition into the diagnostic and prescriptive phases. People are accustomed to solving problems and often listen with this frame of mind. Others, instead, focus on sympathy. Sharing a story of how we had to face a similar challenge is not much better. Nor is being quiet so a person will hurry up and finish. None of these are helpful responses to venting. Each reflects, among other things, a certain amount of impatience. When people are not listening we can often see it in their body language: Maybe we would have solved the dilemma had we been in her place. Different personality types certainly approach specific challenges in predictable ways, with likewise foreseeable results. For instance, some would not dream of confronting a friend, but instead would let an irritation fester inside. Others might have trouble keeping their opinions to themselves. Have you noticed that some of your acquaintances seem to repeatedly fall into the same types of predicaments, giving the impression they did not learn from the last episode? Each of us has different personality traits and skill sets that permit us to solve some challenges easier than others. Instead, when we find ourselves in the same predicament, we often feel just as unsure about how to proceed. On the way home from a father-daughter date, I asked one of my daughters if I could give her some free advice. On another occasion, another young woman came to see me. Sofa could not perceive how giving the cold shoulder to Patricia—who had been her best friend at the university—was not only a cause of pain to the latter, but also a way to further escalate the growing conflict between the two. She never greets me, and that hurts. She used to be very kind. I should have instead kept that comment to myself. Sofa was upset by my counsel and avoided me for some time. A few weeks later she came to see me again. This time I listened empathically. It meant not stating the obvious, but rather, being attentive while Sofa described, in full detail, the ache she was feeling, the history of the conflict, her suffering and hopes. Sofa felt heard and was able to take some preliminary steps towards resolving her challenge. Our effectiveness as a listener is often lost if we solve the problem before the person we are attempting to help does. Let us listen in on their conversation. When I try and speak to her, give her advice, then she changes topics. That is the problem I have, that I seek her out but she does not mind me. Aaliyah, however, takes control of the conversation once again. Because Shanise has been showing empathy to this point, Aaliyah forgives the interruption.

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## Chapter 7 : Empathy Movement - Reflective-Listening

*About Active Listening. The way to improve your listening skills is to practice "active listening." This is where you make a conscious effort to hear not only the words that another person is saying but, more importantly, the complete message being communicated.*

At work with care receivers? Think of someone you really enjoy talking to. What are the qualities that draw you to speak with them? Thoughts move about four times as fast as speech. If you are really listening intently, you should feel tired after your speaker has finished. Effective listening is an active rather than a passive activity. When you find yourself drifting away during a listening session, change your body position and concentrate on using one of the above skills. Once one of the skills is being used, the other active skills will come into place as well. Hearing just means listening enough to catch what the speaker is saying. For example, say you were listening to a report on zebras, and the speaker mentioned that no two are alike. If you can repeat the fact, then you have heard what has been said. The next part of listening happens when you take what you have heard and understand it in your own way. When you hear that no two are alike, think about what that might mean. You might think, "Maybe this means that the pattern of stripes is different for each zebra. After you are sure you understand what the speaker has said, think about whether it makes sense. Do you believe what you have heard? You might think, "How could the stripes to be different for every zebra? But then again, the fingerprints are different for every person. I think this seems believable. Listening Discussion click for printable PDF Stop talking "I know this seems obvious, but there are some of that need reminding to be quiet. Let someone else do a little talking. What are some traits of active listening? People will usually say the following and you can fill in those that they do not bring up. Leaning forward, nodding, eye contact, empathetic responses, paraphrasing, asking questions, silence, touching. Explain what active listening is and have them pair off and practice. Take a picture it lasts longer Listening to their non verbal communication. They are communicating to us through their non-verbal communication.

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## Chapter 8 : How Good Are Your Listening Skills? - From calendrierdelascience.com

*3 Chapter 3 Chapter 3 -- Basic Attending and Basic Attending and Listening Skills Verbal Tracking This attending behavior involves using your words to demonstrate to the client that you're.*

Reflective Listening Reflective Listening is the most advanced form of active listening. How do you reflect? You listen in a non judgmental way and then mirror what the speaker is saying and feeling using your own words. The following chart is adapted from Communication in Organizations, by Dalmar Fisher. The chart shows the options the listener has in a conversation, and how a reflective listener would chose shaded boxes. Elements of Reflection Actively engaging in the conversation. This calls for reducing or eliminating distractions of any kind to allow for paying full attention to the conversation at hand. The listener encourages the person to speak freely, by being non judgmental and empathetic. Mirroring Mood of the speaker, reflecting the emotional state with words and nonverbal communication. This calls for the listener to quiet his mind and fully focus on the mood of the speaker. The mood will be apparent not just in the words used but in the tone of voice, in the posture and other nonverbal cues given by the speaker. The listener will look for congruence between words and mood. This is different than paraphrasing, where words and phrases are moved around and replaced to mirror what the speaker said. The reflective listener recaps the message in his own words. I wonder why Laura got a bigger raise than me. You think Laura should have gotten a smaller raise. Whatever reaction Tom has, the listener continues mirroring what he hears, helping the speaker sort out his own experience. If the person speaking gets defensive, the listener remains non-judgmental, hoping to open up the space for true communication. When a person listens without passing judgment, it frees up others to be authentic, to express themselves and to accept who they truly are. This listening creates a space for the deepest and most effective communication between two people to take place. Learn more about Listening Skills All About

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### Chapter 9 : Enjoy the Silence – Active Listening for Qualitative Interviewing – Exploring Youth Issues

*One of the listening skills activities that I do is that you have people get in groups of 2, you give one of them a pack of 8 dominos and the other a shape diagram of rectangles (dominos) in a random pattern.*

Sculpting Mutual Meanings," "The authors contrast dialogic listening to active or empathic approaches. The dialogic approach has four distinctive characteristics. First, it emphasizes conversation as a shared activity. Usually people focus their attention on their own views in conversation. In contrast, in dialogic listening the focus is on "our" views and the emerging product of the conversation. The authors note that modern Western culture values "hard" thinking which produces certainty, closure, and control. Speculative, metaphoric, ambiguous thinking is generally devalued. Dialogic listening seeks to recover and tap into the productive creativity of this "softer" style of thinking. In contrast to the "hard" style of most conversations, the "soft" style of dialogic listening requires modesty, humility, trust, and a robust recognition of the other party as a choice-maker. Third, in dialogic listening, the parties focus on what is happening between them, rather than each party focusing on what is going on within the mind of the other. This attitude of being-in-the-present helps each party to unify his or her actions, intentions, and speech. It can also ameliorate power differences. Dialogic listening has four distinctive characteristics. Second, it takes an open-ended--the authors even say "playful"--attitude toward conversation. It demands modesty, humility, trust, and recognition of the opponent as a choice-maker. Third, the parties focus on what is happening between them, not what is going on in the mind of one or the other person. And fourth, dialogic listening focuses on the present, rather than on the future or on the past. Active Listening "Active listening is a way of listening and responding to another person that improves mutual understanding. They are often distracted, half listening, half thinking about something else. When people are engaged in a conflict, they are often busy formulating a response to what is being said. They assume that they have heard what their opponent is saying many times before, so rather than paying attention, they focus on how they can respond to win the argument. Active listening is a structured form of listening and responding that focuses the attention on the speaker. The listener does not have to agree with the speaker--he or she must simply state what they think the speaker said. This enables the speaker to find out whether the listener really understood. If the listener did not, the speaker can explain some more. Here is a collection of types and the different names that get ascribed to them, along with a brief description of each. However, the art of listening is not a widely practiced skill. Listening provides much useful information, yet good listening skills are not that common.