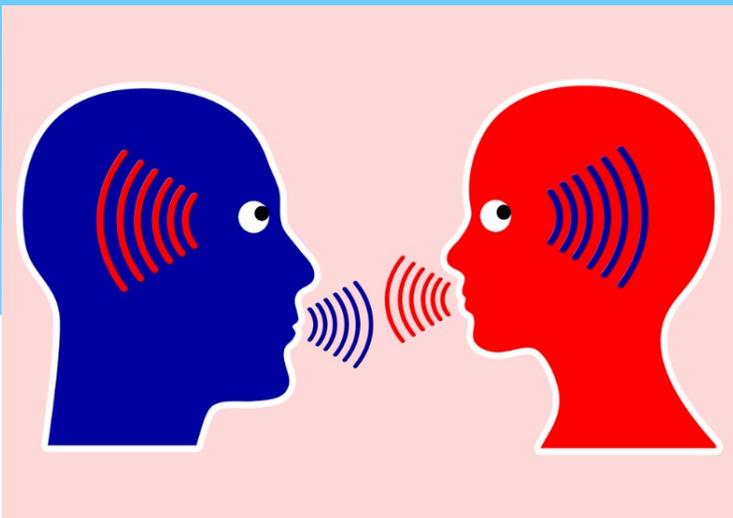


Let's Talk About...

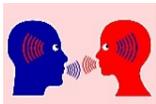
REALLY LISTENING

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How To “DO” Active Listening

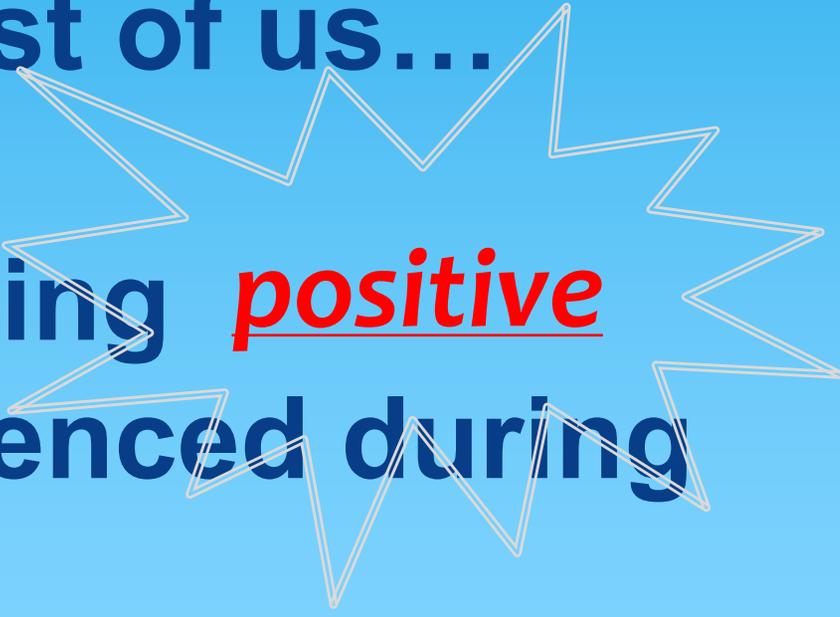
- Focus your attention on the speaker:
 - Suspend all judgment
 - Listen for the emotions as well as the words
 - ‘Silent’ is an anagram of ‘listen’
- When the speaker has completed a thought:
 - Restate/summarize what you have just heard them say, avoiding interpretation
 - Ask if you have it right
 - “I think I heard what you say was...”



Practice 1

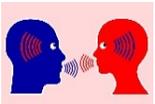
This past year has been very stressful for most of us...

Think of something positive you have experienced during this time



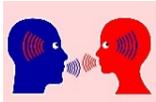
Practice 1

- * Once you are in your breakout room...
- * 1st person (speaker) shares with their partner (listener):
 - * **This past year has been very stressful for me... Something positive I have experienced...**
 - * **Partner actively listens**
 - * **Speaker can correct the listener**
- * Switch roles
 - * 2nd person then becomes the speaker
 - * 1st person becomes the listener
- * You will have 5 minutes in total



Reflection on Practice 1

- * Overall, how did you feel through each part of the exercise?
- * How did your partner show that they were **really listening** to you?
- * Did you find it difficult to **really listen** to someone?



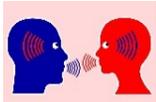
What is Really Listening (formally known as 'Active Listening'?)

A way of **listening** and responding to another person that **promotes and improves mutual understanding.**

Being **deeply engaged in** and **attentive** to what the **speaker** is saying

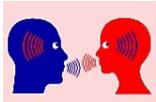
More listening than talking

Check in, periodically, to **clarify your understanding**



What Active Listening Looks Like

What You Do (non-verbal)	What You Say (verbal)
Demonstrate attentiveness	No judgment
<ul style="list-style-type: none">* Eye contact; focusing on the other person* Leaning forward a little* Nodding* Sitting still* Letting the other person finish what he or she is saying without interruption* Interested silence; giving a person time to respond	<ul style="list-style-type: none">* Restating what someone says* Reflecting what someone is feeling* Asking open-ended questions like:<ul style="list-style-type: none">* “What happened?”* “How did you feel about that?”* Giving positive feedback* Show empathy

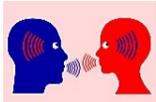


Practice 2

Think of one thing you are looking forward to when we return to 'normal'?

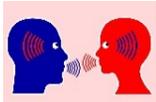
Practice 2

- * Once you are back in your breakout room...
- * 1st person (speaker) shares with their partner (listener):
 - * Listener may start with **“Tell me about one thing you are looking forward to when things return to ‘normal’...”**
 - * **Speaker** shares
 - * **Partner** actively listens (including clarification)
 - * **Speaker** can correct the listener and it’s ok
- * Switch roles
 - * 2nd person then becomes the speaker
 - * 1st person becomes the listener
- * You will have 5 minutes in total



Reflection on Practice 2

- * What is one new thing you experienced during this workshop?
- * How did it feel to have someone really hear you?
- * How did it feel to actively listen to someone?
 - * What active listening skills did you use?
 - * Which were the most useful?

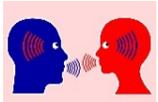


You might not be an active listener if...



- * You are **multitasking**, including **TV, computers, cell phones are on/in view**
- * You are **trying to remember the point you want to make** when the other person finally stops talking
- * You are **thinking “this is the same thing s/he always says”**
- * Rather than listening, **you try to solve the problem**

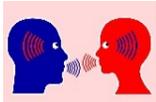
YOU send the message that you are **not interested** in what the other person is saying



What is NOT Active Listening?

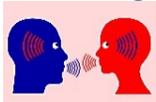
Often when people talk to each other, they don't listen attentively. They are often distracted, half listening, half thinking about something else.

- ⌘ Asking “Why” questions -- They tend to make people defensive.
- ⌘ Quick reassurance, saying things like -- “Don't worry about that.”
- ⌘ Advising — “I think the best thing for you is to ...”
- ⌘ Digging for information and forcing someone to talk about something they would rather not talk about.
- ⌘ Patronizing — “You poor thing, I know just how you feel.”
- ⌘ Preaching — “You should. . .” Or, “You shouldn't. . .”
- ⌘ Interrupting — Shows you aren't interested in what someone is saying.



Active Listening with Your Child

- * GOAL -- To acknowledge what your child has said to you
 - Make sure your child knows they've been heard
 - Goal is NOT for you to be heard
- HOW TO:
 - Use open-ended questions
 - Use affirmations
 - Use reflective statements
 - Summarize
- * THEN you can go on to next step – helping your child identify some solutions...



Additional Resources:

- SPENJ.ORG
- Pocket Reference

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THANK
YOU

