Communication and Active Listening
7 Active Listening Skills

1. Emotion Labeling
2. Paraphrasing
3. Mirroring / Reflecting
4. Summary
5. Open Ended Questions
6. Minimal Encouragers
7. Effective Pauses
1. EMOTION LABELING

• THE EMOTION THAT YOU HEAR
  – YOU SOUND
    • SAD
    • ANGRY
    • DEPRESSED
EMOTION LABELING

SUBJECTS MAY NOT UNDERSTAND THEIR EMOTIONS
2. PARAPHRASING

• PUT MEANING IN YOUR OWN WORDS

• USED FOR BRIEF CONFIRMATIONS OF MEANING

• DISPLAYS ATTENTIVENESS
3. MIRROR / REFLECTING

• YOU REPEAT THE LAST FEW WORDS

  – “SHE DOESN’T PAY ATTENTION AND IT MAKES ME ANGRY”

  – “IT MAKES YOU ANGRY...”
MIRRORING / REFLECTING

• CAN BE USED TO

  – DEMONSTRATE UNDERSTANDING

  – ENCOURAGE SUBJECT TO KEEP TALKING
4. SUMMARY

• PERIODICALLY COVERING THE MAIN POINTS

• TELL BACK THE STORY IN YOUR OWN WORDS

— “SO, WHAT YOU’VE TOLD ME SO FAR…..”
5. OPEN ENDED QUESTIONS

• QUESTIONS THAT REQUIRE MORE THAN A “YES” OR “NO” ANSWER

  – “WHAT HAPPENED TODAY?”

  – “HOW WOULD YOU LIKE THIS TO WORK OUT?”
OPEN ENDED QUESTIONS

• CONVEYS A SINCERE INTEREST IN GAINING UNDERSTANDING

• GIVES A FREEDOM OF RESPONSE WHILE FRAMING THE SCOPE

• LIMITS THE FEELING OF BEING INTERROGATED
6. MINIMAL ENCOURAGERS

• BRIEF RESPONSES OR SOUNDS THAT INDICATE YOU ARE PRESENT AND LISTENING
  – UH-HUH
  – YEAH
  – OK
MINIMAL ENCOURAGERS

• BEST USED WHEN THE PERSON IS

  – TALKING THROUGH AN EXTENDED THOUGHT

  – TALKING FOR AN EXTENDED PERIOD OF TIME
7. EFFECTIVE PAUSES

• USE IMMEDIATELY BEFORE OR AFTER SAYING SOMETHING MEANINGFUL

• HELPS FOCUS THOUGHTS

• HELPS SHOW THE SUBJECT THE CONVERSATION IS A TURN TAKING PROCESS
ACTIVE LISTENING IS NOT....

• ADVICE
  
  – NOT YOUR IDEAS

  – LET SUBJECT HAVE THEIR OWN IDEAS
ACTIVE LISTENING IS NOT....

• JUDGEMENT

  – NOT YOUR VALUES

  – YOU MAY NOT SHARE THE SAME VALUES
ACTIVE LISTENING IS NOT PERSUASION
EMPATHY

IDENTIFYING AND UNDERSTANDING ANOTHER PERSON’S SITUATION, FEELINGS, AND MOTIVE
Empathy is...

seeing with the eyes of another, 
listening with the ears of another, 
and feeling with the heart of another.
BUILD RAPPORT

USING ACTIVE LISTENING SKILLS
AND
SHOWING EMPATHY
BUILD RAPPORT

• PHRASES THAT DAMAGE RAPPORT

  – CALM DOWN
  – I UNDERSTAND
  – WHY ?
  – YOU SHOULD / YOU SHOULDN’T
BUILD RAPPORT

• BUILDING RAPPORT CREATES INFLUENCE

– INFLUENCE CAN CAUSE A CHANGE IN A PERSON’S THOUGHTS OR ACTIONS
“I” MESSAGES

• USED TO CONFRONT UNCOOPERATIVE BEHAVIOR

• USED TO CONFRONT WITHOUT BEING ACCUSATORY
“I” MESSAGES

• “WHEN YOU DO THIS..... I FEEL THIS.....”

• “BECAUSE OF THIS..... I FEEL THIS.....”
Fig. 2. Behavioral change stairway.
DEVELOPMENT

• GOOD TONE OF VOICE

• NOT HARSH

• NOT SARCASTIC

• NOT PUNISHING
DELIVERY

• GOOD CHOICE OF WORDS
  – NON-THREATENING
  – NON-JUDGMENTAL
DELIVERY

• EFFECTIVE PAUSES

  – SET UP DELIVERY

  – GAINS THE SUBJECT’S ATTENTION
PRACTICE TEST
TEST