

Listening Skills



A one to two hour interactive session





You must be interested!

*You can't fake good listening
People are not that easily fooled.*



Filters.

We must keep an open mind

*Sometimes we judge what people say
by how we have come to know them or
what we expect them to say.*

Sometimes we know we are right.

Sometimes we just stop listening

Active listening means much more...



...than just staying awake

ACTIVE TENSE

When I say I to you: “What I heard you say is...”
This is past tense and positional.

You might deny this: “That is not what I said...”

We are now much too close to a stand off

This conversation could very quickly degenerate into:
“Yes you did.”
“No you didn’t”

This is a situation to avoid at all costs



ACTIVE TENSE

When I say I to you: “What I am hearing you say is...”
This is present tense and negotiable.

You might contest this: “That is not what I am saying.
What I am saying is...”

I now have an opportunity to correct myself

“I’m sorry. What I am hearing you say is...?”

If the answer is yes I am back on track.



Summarising

This is a critical skill.

We recommend before you summarise that you either say out aloud or too yourself:

“What I am hearing you say is...”

And then list what you have heard.

Good summarisers do not repeat word for word.
Rather they capture the essence of what has been said.



Empathising

This is also a critical skill.

We recommend before you empathise that you either say out aloud or too yourself:

“Sounds like...”

And then communicate the emotional content of what you have heard.

Good empathisers NEVER EVER say: “I know how you feel”.



Assertiveness

This might come as a surprise.

The truth is assertive people make excellent listeners for these two very simple reasons

1. They are CLEAR about their boundaries
2. They are CLEAN in their communication.

Truly assertive people do not give out mixed messages. You always know where you stand.



An Assertiveness Opener

Commonly referred to as an 'I' Statement.



1. Action

When... etc

...must be objective

2. Response

I...
I feel...

...no blame

3. Outcome

What I would like is...

...must have a hook

The Dance

If we want to support staff to be responsible we must do two things well.

We must be assertive.
We must listen.

By preparing well – place, opening statement, communicating your needs – you create a fixed point to return to as often as you need.

By listening well – you create understanding and goodwill.

You do the dance: assert then listen, listen then assert... etc until you both understand each others' needs.

Only then can you negotiate.



VICTIM
"I'm Blameless"
Safe - "Love me no matter what"

*Drama - Crisis
Energy*

*Consuming
What's your favorite role?*

The Karpman Drama Triangle

RESCUER

"I'm Good"
Accepted

Enabling Role -
Indifference is an
Important tool.

PERSECUTOR

"I'm Right"
Power

The Importance of Support
Understanding Our Role

*Original Source © 1968
by the
Transactional Analysis Bulletin*

Stop - Summarise – Re-state

When you get stuck or off track or your strategy is not working:

STOP – be upfront that you are stuck or use a pretext e.g. I need a break, a cup of tea, a walk outside – whatever.

Cease all problem solving at once!

SUMMARISE – use the time to reflect and attempt to feed back accurately what you have heard. Ask them what they have heard you say.

RE-STATE – use the time to reflect on your needs and restate them. If you need to change them then do so.

