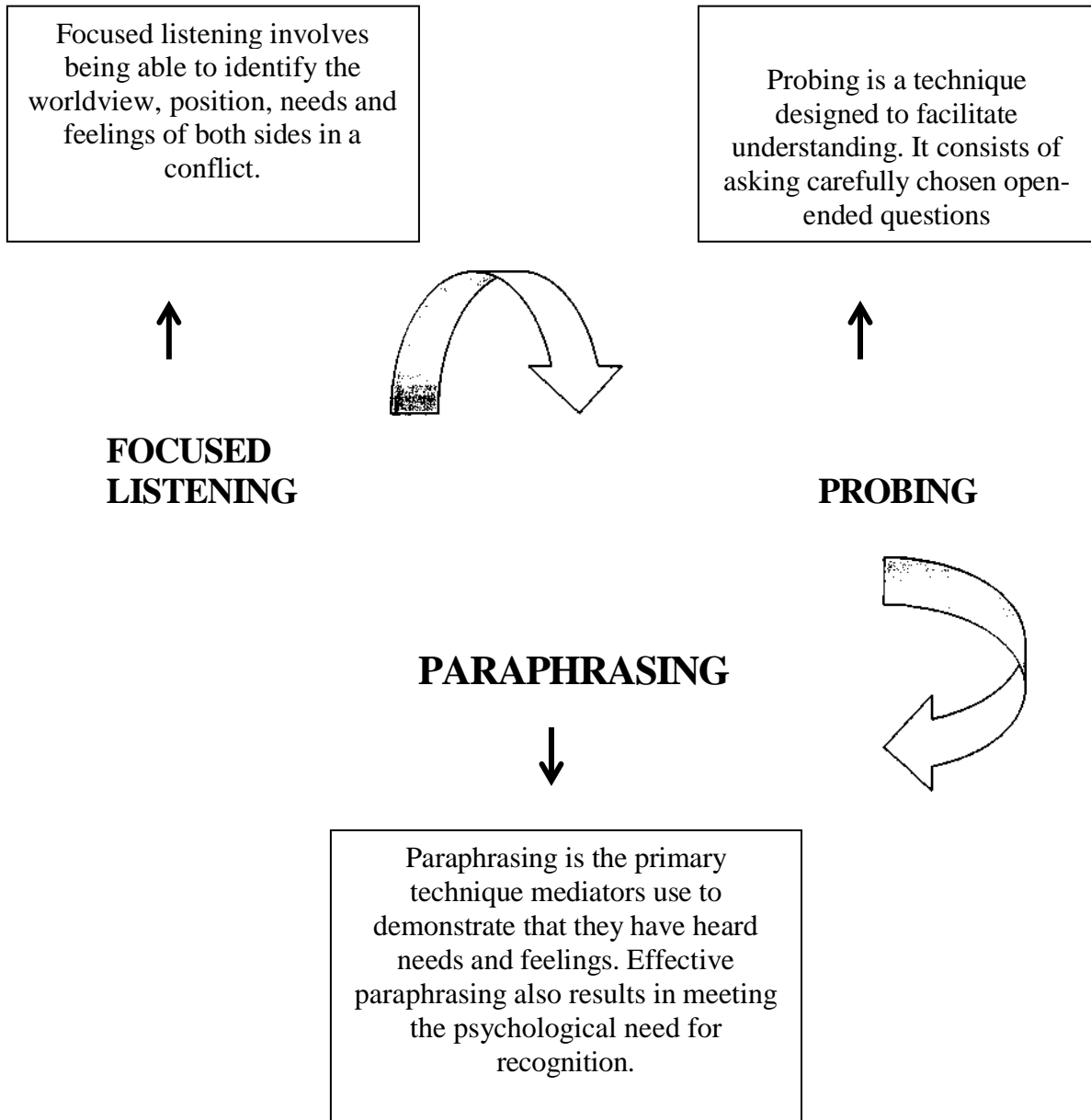


# ACTIVE LISTENING



## GUIDELINES FOR ACTIVE LISTENING

### **LISTENING OBJECTIVE: LISTEN FOR NEEDS, FEELINGS, CURRENT POSITION AND DESIRED OUTCOME**

<u>Clarifying Check</u>	Method	Listening Technique
<p>1. When you want to clarify, want facts, want to explore further, or to check assumptive meaning and understand.</p>	<p>State a what, how, or when question. Then restate what you thought you heard.</p>	<p>1. "Is this the problem as you see it?"            2. "Will you clarify what you mean by...?"            3. "What I understand you say is ... Is that right?"</p>
<p><u>Accuracy Check</u></p> <p>1. To check your listening accuracy and encourage further discussion.            2. To let the person know you grasp the facts.</p>	<p>Restate the person's basic ideas, emphasizing the facts.</p>	<p>1. "As I understand it, the problem is... (Restatement). Am I hearing you correctly?"            "What I think you said was..."</p>
<p><u>Feeling Check</u></p> <p>1. To show you are listening and understanding.            2. To reduce anxiety, anger, or other negative feelings.            3. To let the person know you understand how he or she feels.</p>	<p>Reflect the person's feelings.            Paraphrase in your own words what the talker said. Match the talkers' depth of meaning, light or serious. Ensure accuracy of feelings.</p>	<p>1. "So, you do not believe you were fairly treated."            2. "You perceive that action as unjust"            3. "You are annoyed to have this happen to you."            4. "You seem to have been upset when your supervisor talked to you in that angry manner."</p>
<p><u>Summarizing Check</u></p> <p>1. To focus the discussion and to lead to a new level of discussion.            2. To focus on main points and to offer a springboard for further consideration.            3. To pull important ideas or facts together.            4. To review progress.</p>	<p>Restate, reflect, and summarize major ideas and feelings.</p>	<p>1. "These are the key elements of the problem."            2. "Let's see now, we've examined these factors."            3. "These seem to be key ideas you express."            4. "To summarize, the main points as I heard them are..."</p>

## ACTIVE LISTENING GUIDELINES PROBING & PARAPHRASING

### Probing Guidelines

- o Use open-ended vs. close-ended questions
  - "Could you tell me a bit more about..."
  - "I'd like to understand where you are coming from on this, please share with me about..."
  - "How has this situation been affecting you ..."
- o Avoid asking "why" questions

### Paraphrasing Guidelines

- o Is usually done after a period of focused listening
- o May be done after using one or two probing questions
- o Focuses primarily on the needs and feelings of the other party
- o Is done in a collaborative manner
- o Does not include everything the other person said; includes only the essence
- o Is done in one's own words
- o Checks for accuracy after paraphrasing
- o Some paraphrasing starters:
  - "So, let me see if I understand you correctly..."
  - "Are you saying that...?"
  - "So for you what was important in this situation was ..."
  - "Okay, so if I understand you correctly you feel that..."
  - "In other words, are you saying that...?"
  - "Do you mean...?"
  - "\_\_\_\_\_, is that right?"

## ATTITUDES OF EFFECTIVE LISTENING

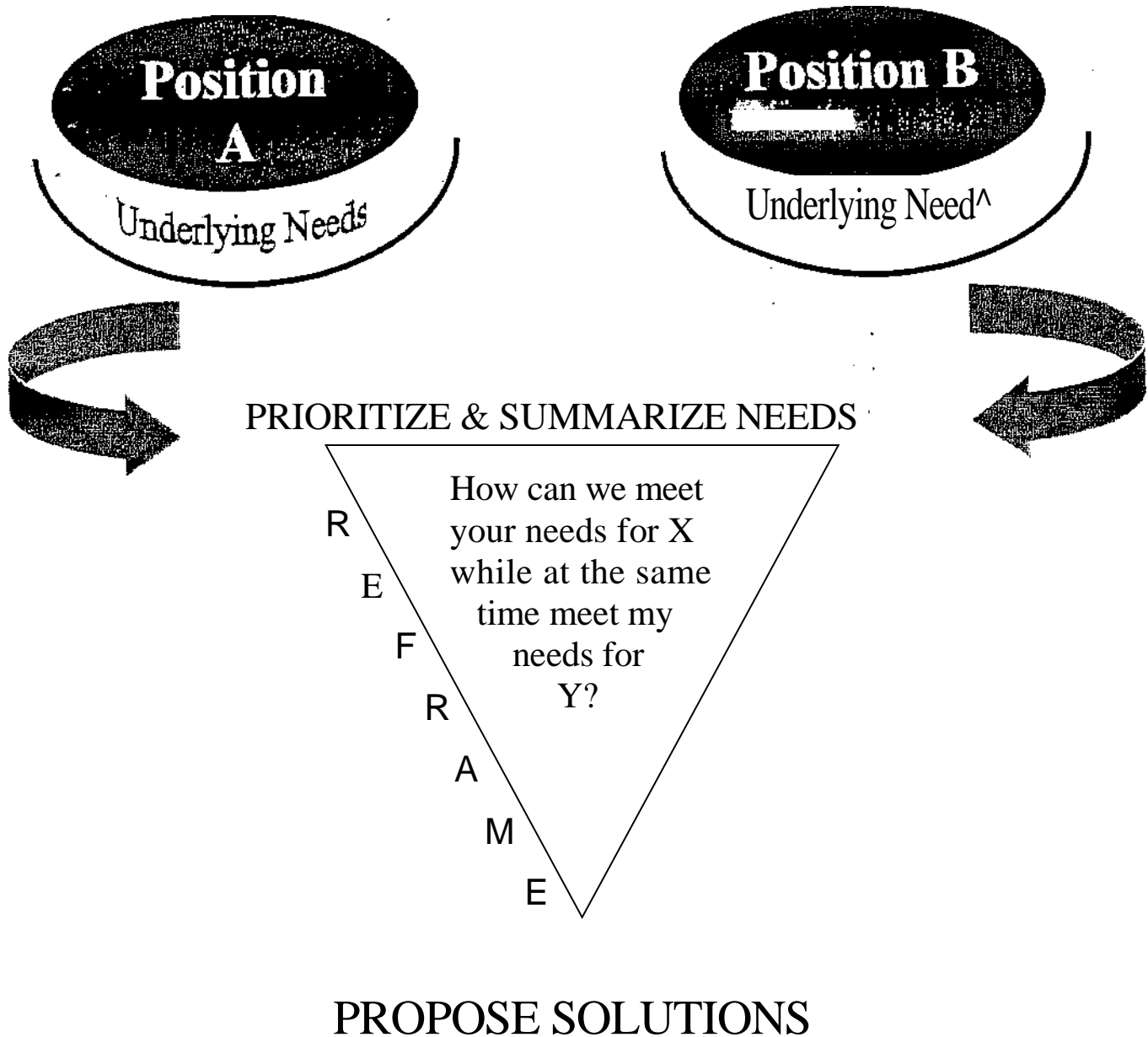
1. We must really care about what the person is trying to tell us and want to understand them.
2. We don't already know what the person is trying to say - don't assume or project your own thoughts.
3. It takes a lot of energy to listen; we must focus our energy on the speaker.
4. We must review what we think we've heard in order to find out if we really heard them and understand.

**Listening is different from problem solving and giving advice. When people are upset, they need to be "heard". Listening involves living with the problem for a while and dealing with it before problem solving.**

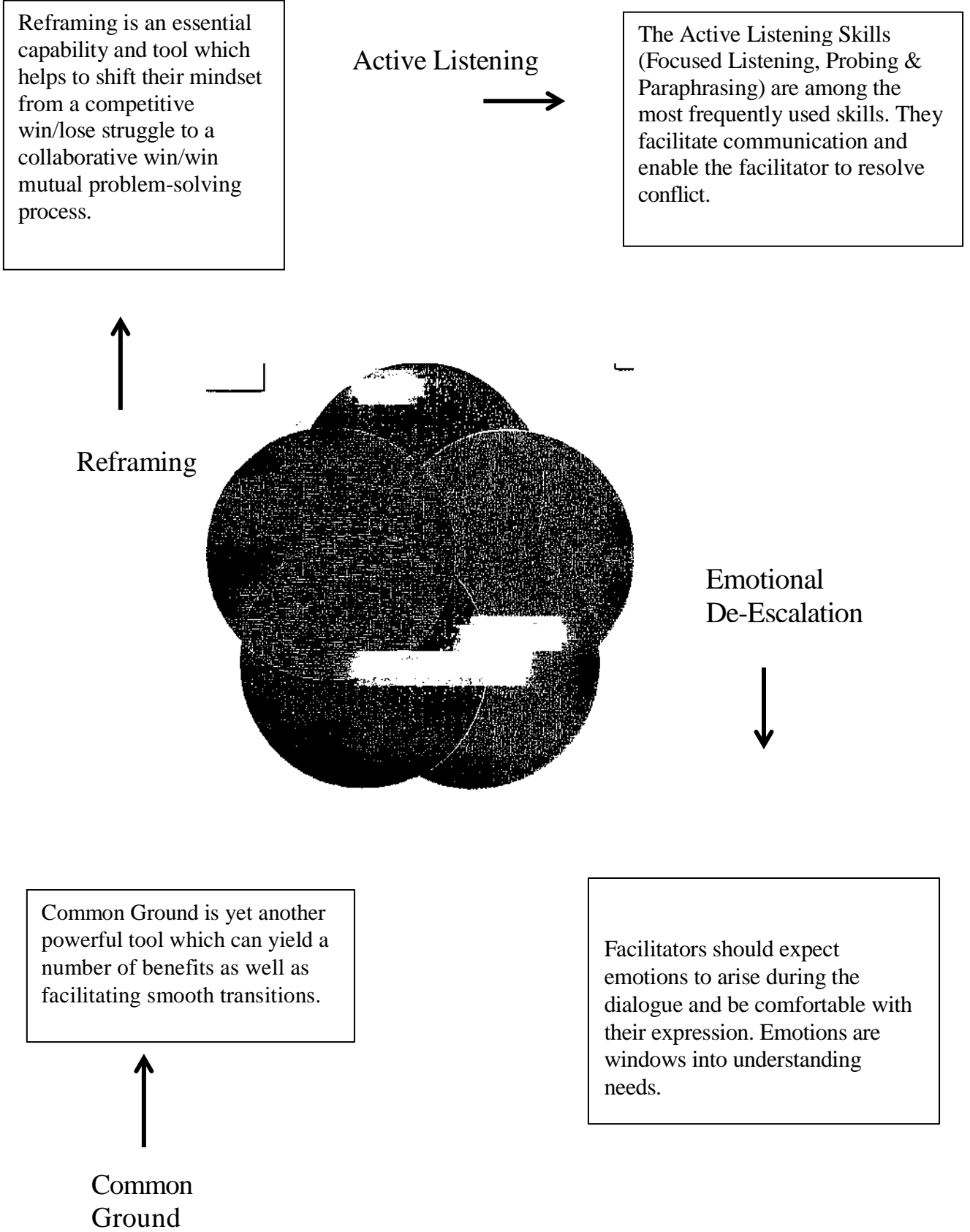
**THE KEY IS BEING GENUINE**

# REFRAMING

**Reframing:** Conflicts are often managed at the level of positions and with a win/lose frame. Reframing the conflict at the level of needs can help us shift to a win/win orientation. An effective way of doing this is asking ourselves what the problem is REALLY about or restating the conflict as a mutual problem-solving process where both sides agree to jointly search for a solution that meets both side's needs.



# DEVELOPING DIALOGUE - KEY TAKEAWAYS



## STEPS OF REFRAMING

Listen and demonstrate that you understand feeling and substance.

Take out what's unproductive, what's in the way of problem solving:

- Position
- Threat
- Demand

Look for interest.

Restate:

- "What's important is ..."
- "What concerns you is ..."
- "You need..."

**In Affirmative - In Future - Neutral (without judgment)**

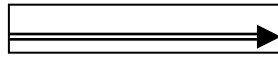
## PRINCIPLES OF REFRAMING

- Every strong statement contains some important perception of kernel of truth and usually has some underlying interest that prompted the strong statement.
- Every strong statement has some relevance for the person who "sees it that way".
- People want a constructive response to their statements.
- People can switch to more productive communication when they believe that their needs are being addressed.



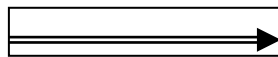
# COMMUNICATION SKILLS FOR "CONFLICT RESOLVERS"

## **Active Listening**



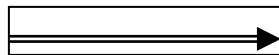
Feed back feelings and content.  
Listen for underlying messages  
and feelings.

## **Framing**



Pose or label the problem  
appropriately so that it  
can be solved.

## **Reframing**



Feed back "underlying interests".