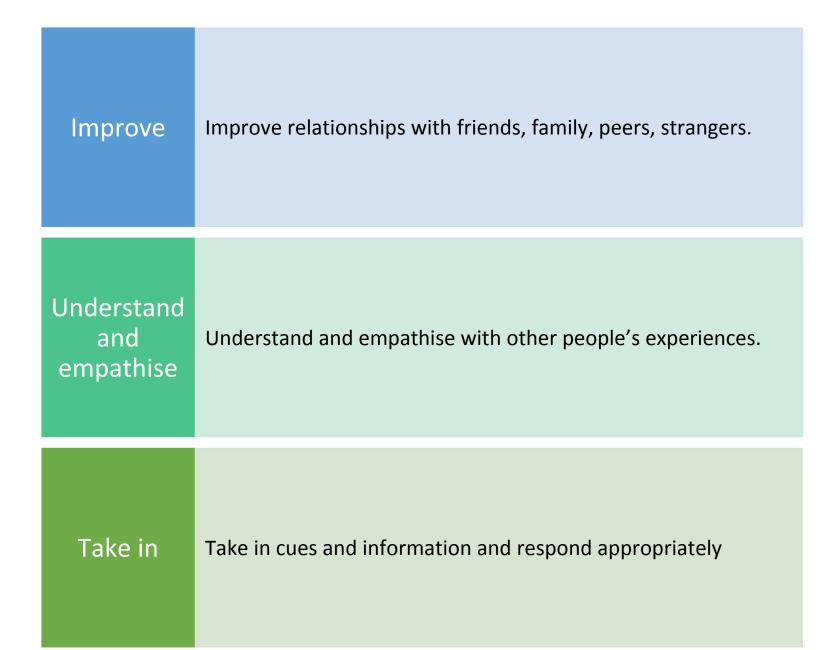


Communication tools

Active and Deep Listening

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Active Listening



6 KEY ACTIVE

LISTENING SKILLS



1. PAY ATTENTION.



2. WITHHOLD JUDGEMENT.



3. REFLECT.



4. CLARIFY.



5. SUMMARIZE.



6. SHARE.





Withhold Judgement



Set a listening mode I am listening to how this person feels

I am listening to learn something about X and/or Y

I am listening out for 'key' or 'repeated' or 'heavy/thick' moments

I am listening to find out what I can learn from this person

Deep Listening

Deep Listening involves listening, from a deep, receptive, and caring place in oneself, to deeper and often subtler levels of meaning and intention in the other person. It seeks not just the surface meaning but where the speaker is "coming from"—what purpose, interest, or need is motivating their speech.

(Read:

https://www.mindful.org/deep-listenin
g/)



B. Feelings we may experience when our needs are not being met

AFRAID	CONFUSED	EMBARRASSED	melancholy
apprehensive	ambivalent	ashamed	unhappy
dread	baffled	chagrined	wretched
foreboding	bewildered	flustered	
frightened	dazed	mortified	TENSE
mistrustful	hesitant	self-conscious	Anxious
panicked	lost		cranky
petrified	mystified	FATIGUE	distressed
scared	perplexed	beat	distraught
suspicious	puzzled	burnt out	edgy
terrified	torn	depleted	fidgety
wary		exhausted	frazzled
worried	DISCONNECTED	lethargic	irritable
	alienated	listless	jittery
ANNOYED	aloof	sleepy	nervous
aggravated	apathetic	tired	overwhelmed
dismayed	bored	weary	restless
disgruntled	cold	worn out	stressed out
displeased	detached		
exasperated	distant	PAIN	VULNERABLE
frustrated	distracted	agony	fragile
impatient	indifferent	anguished	guarded
irritated	numb	bereaved	helpless
irked	removed	devastated	insecure
	withdrawn	grief	leery
ANGRY		heartbroken	reserved
angry	DISQUIET	hurt	sensitive
enraged	agitated	lonely	shaky
furious	alarmed	miserable	
incensed	discombobulated	regretful	YEARNING
indignant	disconcerted	remorseful	envious
irate	disturbed		jealous
livid	perturbed	SAD	longing
outraged	rattled	depressed	nostalgic
resentful	restless	dejected	pining
	shocked	despair	wistful
AVERSION	startled	despondent	
Animosity	surprised	disappointed	
appalled	troubled	discouraged	
contempt	turbulent	disheartened	
disgusted	turmoil	forlorn	
dislike	uncomfortable	gloomy	
hate	uneasy	heavy hearted	
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unnerved

unsettled

upset

hopeless

horrified

repulsed

hostile

Speaker: "It's a nice place to live in general, and I've lived here for a long time. It's where I used to play and my granddaughter plays here now. I wish it were safer."

Reflect

Listener: "it sounds like you've got a lot of memories here and you'd like for your family to be able to continue to enjoy this place"

Speaker: "yes, but also I'm frustrated because I'm not sure how much other neighbours really want the place to improve"

Listener: "let me see if I'm clear, are you saying...?"

Listener: "what do you think about..."

Clarify

Listener: "one second, I didn't quite follow that last sentence, could you explain that bit again?"

Listener: "what are some specific things you've tried?"

Listener: "have you been able to speak openly to X about how you feel?"

Listener: "this is what I heard... is there anything I've missed?"

Summarise

Listener: "So, let me summarise – this is what has happened and how you feel – Did I get that right?"

Listener: "The main things I learned from this were..."

