



Communication tools

1

Active and Deep
Listening

Active Listening

Improve

Improve relationships with friends, family, peers, strangers.

Understand
and
empathise

Understand and empathise with other people's experiences.

Take in

Take in cues and information and respond appropriately

6 KEY ACTIVE LISTENING SKILLS



1. PAY ATTENTION.



2. WITHHOLD JUDGEMENT.



3. REFLECT.



4. CLARIFY.



5. SUMMARIZE.



6. SHARE.



Center for Creative Leadership®



Pay attention

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-listening/>)



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

AFRAID

apprehensive
dread
foreboding
frightened
mistrustful
panicked
petrified
scared
suspicious
terrified
wary
worried

ANNOYED

aggravated
dismayed
disgruntled
displeased
exasperated
frustrated
impatient
irritated
irked

ANGRY

angry
enraged
furious
incensed
indignant
irate
livid
outraged
resentful

AVERSION

Animosity
appalled
contempt
disgusted
dislike
hate
horrified
hostile
repulsed

CONFUSED

ambivalent
baffled
bewildered
dazed
hesitant
lost
mystified
perplexed
puzzled
torn

DISCONNECTED

alienated
aloof
apathetic
bored
cold
detached
distant
distracted
indifferent
numb
removed
withdrawn

DISQUIET

agitated
alarmed
discombobulated
disconcerted
disturbed
perturbed
rattled
restless
shocked
startled
surprised
troubled
turbulent
turmoil
uncomfortable
uneasy
unnerved
unsettled
upset

EMBARRASSED

ashamed
chagrined
flustered
mortified
self-conscious

FATIGUE

beat
burnt out
depleted
exhausted
lethargic
listless
sleepy
tired
weary
worn out

PAIN

agony
anguished
bereaved
devastated
grief
heartbroken
hurt
lonely
miserable
regretful
remorseful

SAD

depressed
dejected
despair
despondent
disappointed
discouraged
disheartened
forlorn
gloomy
heavy hearted
hopeless

melancholy
unhappy
wretched

TENSE

Anxious
cranky
distressed
distraught
edgy
fidgety
frazzled
irritable
jittery
nervous
overwhelmed
restless
stressed out

VULNERABLE

fragile
guarded
helpless
insecure
leery
reserved
sensitive
shaky

YEARNING

envious
jealous
longing
nostalgic
pining
wistful

Reflect

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."

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"

Clarify

Listener: “let me see if I’m clear, are you saying...?”

Listener: “what do you think about...”

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?”

Summarise

Listener: “this is what I heard... is there anything I’ve missed?”

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...”



Share