



Active Listening: Establishing Trust

Listening is a skill.

Listening is not about problem solving, preparing to offer advice, or waiting to respond.

Listening is very powerful.

Knowing I have been heard, I can open myself up to trust

When I know for certain that I have been heard, when I have shared what is true for me with another without being judged and it is real in the world, I can hear what is true for myself.

The Four Core Elements Of Active Listening:

1. Attending:

When I attend I bring my full awareness to the other. I observe the others whole being and communicate my full attentiveness by direct eye contact, relaxed body posture, appropriate encouragement and affirmations (verbal/non-verbal e.g. nods, “uh-huh”), and accurate verbal following.

2. Paraphrasing:

I listen for the basic message of what is being said and concisely rephrase it. I do this using “I” statements (e.g. “What I heard you say was...”, “If I’ve got this right you’re saying...am I correct?”)

3. Reflection of feeling:

By listening with an open heart I identify the essence of the feelings I am hearing/sensing. I formulate a response using my own words that indicates I understand. (e.g. “I’m wondering if you are sad about what you are telling me?”, “I would be angry in that situation, is that true for you?”) I am willing to be wrong.

4. Summarising:

I select key points and basic meanings from verbal content and feelings and succinctly tie them together without any added meaning.