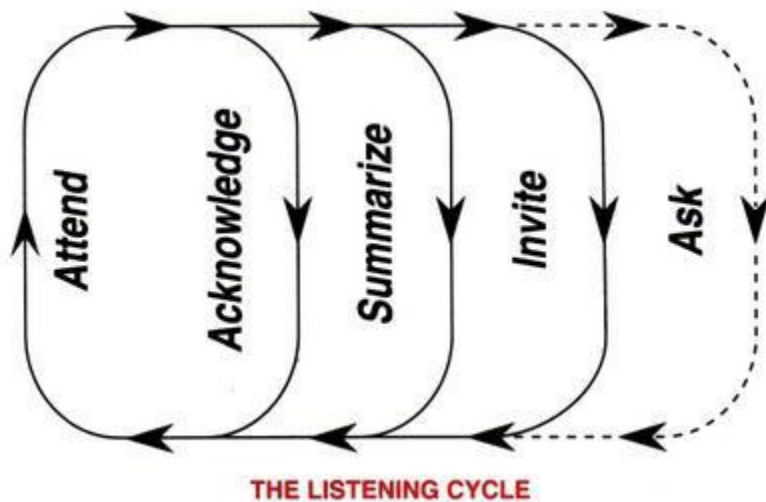


Listening Cycle:



Attend – Look, Listen, Track
Give full attention to the speaker
Listen with your eyes and ears (check for congruency ie words, tone, facial expression and body language agree).
Note: you won't be able to do this unless you make eye contact.
Be present with your speaker.

Acknowledge the Speakers Experience
The best description is simply the idea that “you’re tracking with the speaker” (we often do this without thinking)
Can be through nods, “uh-uhs,” brief interpretive statements or exclamations “yeah” or “wow – that’s great” or “woah – that’s horrible”

“I can see you’re really concerned.”

“You must be really excited”

Tune into the speakers energy (this is what the speaker is really wanting you to get)

Summarize to ensure accuracy

You may need to stop the speaker to give your summary but done politely

As in the floor exercise paraphrase especially focusing on feelings and wants

Don't say “I understand.” Demonstrate that you understand by summarizing accurately.

Invite more information (a step beyond acknowledging)

Help them to continue talking by saying

Am I getting it?

Tell me more about...

Is there anything more you'd like me to know?

What else would you like to add to that?

Ask open ended questions?

Usually begin with who, what, when, where, or how [not why]

I notice your frowning. What's going on in you?

What did you see, hear? Where? When?

What do you think is going on?

How do you feel?

What do/did you want?

Who will do what in the future to deal with the issue?

Don't ask closed questions. Takes the focus off the speaker.

I notice your frowning. Are you mad at me? (Focuses the attention on the listener.)

Are you thinking your boss is mad at you? (Provides an interpretation.)

Are you feeling mad or sad? (Limits the speaker to two choices.)

Do you see your mistake? (This is not a question but an accusation.)

Avoid asking “Why questions” (they're usually disguised statements).

The intent of most why questions is not to inquire but to persuade.

Why don't you want to do it my way? (disguised statement – I want you to do it my way)