



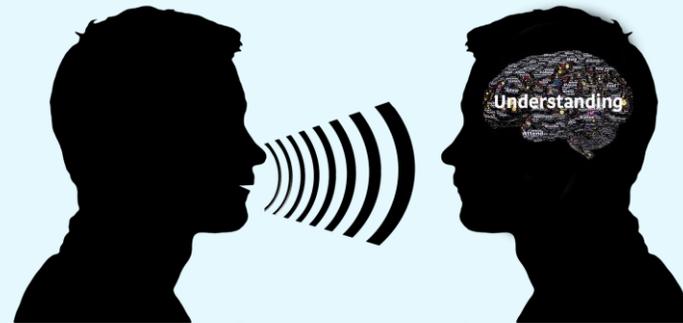
Listening Skills

Suffolk Provincial Almoner Service
January 2021



Active Listening

Active Listening Skills





Supporting Others begins with Listening

- Listening is the ability to accurately receive and interpret messages from others.
- Listening is a conscious activity
- Listening is an active process
- Listening takes practice
- Listening is the key to providing others with support



Why is listening important?

1. Builds trust and respect
2. Enables honesty and a willingness to share
3. Enables the build up of empathy which helps move a person to find solutions to their problems
4. Allows proper communication and understanding
5. Reduces anger
6. Works to avoid conflict and confrontation
7. Relieves negative emotions
8. Avoids assumptions
9. Builds relationships paving the way for providing practical assistance
10. Supplies the basic human need to be understood and loved.





A Listening Exercise



Video 1

<https://www.youtube.com/watch?v=0sMkEdxWJV0&feature=youtu.be>



Different Types of Listening

- Informational listening (listening to learn)
- Critical listening (listening to evaluate and analyse)
- Therapeutic listening (listening to understand or empathise)
- Appreciative Listening (listening for enjoyment)
- Rapport Listening (listening to get on someone's side)
- Selective listening (filtering out the things we want to hear)





Listening facts

- 10% of listening involves words
- 55% of listening involves listening to the body language
- 35 % of listening involves listening to the vocalics.

Elements of Listening

- Full Listening
- Deep Listening
- Reflective listening
- Sympathetic Listening
- Facilitative Listening



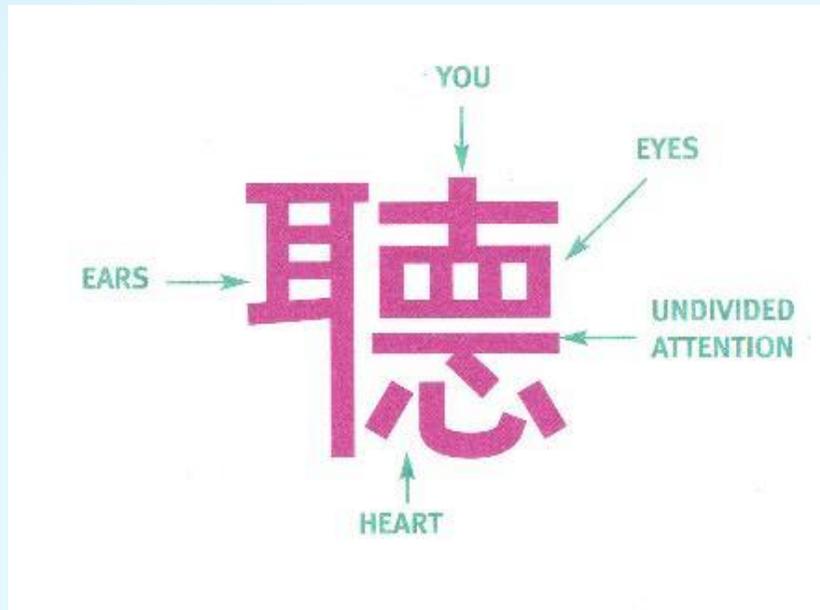


Useful Tool 1 – The Listening Wheel





A Useful Tool 2





Listening with our Ears

1. To hear and understand
2. Listening to the meaning of words and not assuming you know
3. Listening to the emotions
4. Listening to the Paralinguistic/vocalics –
tone, volume, speed, pitch
5. Listening to projection of self image





Listening with our Eyes

1. Be aware of body language both yours and theirs.
8% words / 37% linguistics / 55% Body Language
2. Observe the way the person is sitting, standing
3. Mirror what they are doing but not obviously – can imply acceptance of what they are saying.





Listening with the Heart

We need to involve a faithful hearing of the feelings people express and have a deeper listening beneath what we can hear with our ears and see with our eyes

It is about attending to and drawing out the person's feelings which he or she may as yet be only partly conscious of.





A Listening Exercise



Video 2

<https://www.youtube.com/watch?v=uwDlwQsRagw&feature=youtu.be>



TRUE or FALSE?

1. Its difficult to learn how to listen
2. Everyone knows how to listen
3. The more intelligent people are the better they listen
4. Hearing is the same as listening
5. We listen better as we get older
6. Gender affects listening ability
7. Listening depends on the listened too sending the right messages





The Skill of asking Questions

Asking questions is about:

- Demonstrating that the listener is paying attention
- Reinforcing that we are interested in what the speaker is saying
- Clarifying things said & use reflective refraining
- Overcomes barriers between the listener and the speaker
- Encouraging further talking



“Judge a man by his questions rather than by his answers

- Voltaire



Asking Questions Open or Closed Questions

Closed questions only require one word answer

Open questions encourages further and sometimes deeper response

Closed questions:

- Did you have a good week?
- Have you had difficulties expressing your feelings?

Open Questions:

- What were you feeling when this happened?
- How did it happen?





The Use of Silence

Different Silences

- The Reflective/Thoughtful Silence
- The Shocked Silence
- The Stubborn Silence
- The Embarrassed Silence
- The Contented Silence



There are times when silence is the loudest voice

Leroy Leroy Brownlow 1914-2002



Ten Tips for Listening on the phone

(In no particular order – as they say - and not exhaustive)

- **Tip One: Get into listening mode**
- **Tip Two: Avoid Distractions**
- **Tip Three : Reduce talking**
- **Tip Four: Don't be afraid of Silence**
- **Tip Five: Be patient**
- **Tip Six: Don't be judgemental**
- **Tip Seven: Don't talk about yourself**
- **Tip Eight: Ask Questions**
- **Tip Nine: Don't try to give a solution**
- **Tip Ten: Learn how to close a conversation**





A Listening Exercise



Video 3

<https://www.youtube.com/watch?v=kS1dVH6J-3o&feature=youtu.be>



And finally,

Listening is demanding, tiring and sometimes upsetting. Particularly at the moment when COVID-19 is causing us all stress and uncertainty.

Contact those who provide you with Support within the Group Almoner Team , who can help you debrief encounters with people who touch a raw nerve, or upset you, or who leave you feeling inadequate. It happens to us all at some point.



Look after yourself, please!



Provincial Grand Lodge of Suffolk

Listening Skills

Thank You