

Listening and Reflection Skills

FACILITATOR HANDOUT

Listening is not the same as hearing! To truly listen to someone, you need to really concentrate on what they are saying, understand what they are trying to say and then reinforce that you have heard and understood them by reflecting it back to them.

It can be very demoralising when you feel that someone is not listening to you.

Activity



Ask the child to discuss a time when they have not felt listened to. What was the situation? What was the other person doing? What made them think they were not being listened to? How did it feel?



It is very easy to get distracted when listening to other people; there are plenty of things that can take our attention away, including our thoughts, our phones, emails, other people and other things going on around you. This is why we need to understand what good listening looks like so we can use these skills when listening to others.



Demonstration

Presenter to display and talk through responses below to show what positive listening looks like.

- Maintaining appropriate eye contact
- Smiling
- Leaning in towards the person
- Nodding
- Giving verbal responses such as “yes, go on, uh-huh”
- Not interrupting
- Not using your phone or looking at your watch

Presenter then does the opposite of those actions to display to students

The final part of positive listening is reflecting back to the person. This technique is often used by negotiators within the police. It helps people feel understood and when they are understood, they feel much calmer.

To reflect, you can use statements such as “it sounds like...(provide a synopsis of what the person has said)”.

If you have got it wrong, the person will correct you.

If you need more information – ask for it!

If you feel that you need more clarity, ask for it. “Did you mean...?”, “Have I got this right?...”, “It sounds like you are saying...”

Respect the other person's point of view even if it isn't yours (remember 'I'm OK, you're OK')

Treat others how you wish to be treated

Activity – in pairs have students practise using positive and unhelpful listening skills on each other.

Get them to feed back the difference on how it felt when they were listened to and when they felt the other person wasn't paying attention