

Active Listening

Purpose

To help you as facilitators and agents of change become skilled listeners. While most people have a tendency to focus mainly on words, active listening means taking in the tone, energy, and body language of the person speaking to build rapport. Learn techniques to listen and respond skillfully by engaging active listening.

Objectives

- Learn to demonstrate leadership and consciousness with others
- Practice techniques that will help you become an active listener
- Learn how to weave this skill into your relationship building and related conversations within the systems that you live and work

The Listening Continuum

- Level 0. Ignoring
- Level 1. Pretend Listening (waiting to speak / patronizing)
- Level 2. Selective Listening (selecting some elements to pay attention to & respond to)
- Level 3. Attentive Listening (understanding within one's own frame of reference)
- Level 4. Empathic Listening (understanding within the others' frame of reference)

Building Blocks of Active Listening

- Silence
- Footprint
- Encouragers (nonverbal & audible)
- Open-ended questions
- Listen for the whole picture

Facilitation Observations

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