

# ACTIVE, REFLECTIVE AND EMPATHETIC LISTENING WORKBOOK V2



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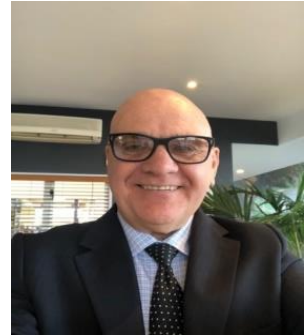
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## GRAHAM TAYLOR-EDWARDS

GRAHAM (GT) is a successful leadership, sales, service and customer experience coach, mentor and workshop facilitator.

### GRAHAM HOLDS:

- *ADVANCED DIPLOMA OF LEADERSHIP AND MANAGEMENT*
- *DIPLOMA IN AUTOMOTIVE MANAGEMENT*
- *DIPLOMA OF TRAINING AND EDUCATION AND DESIGN*
- *CERTIFICATE IV IN FINANCE AND MORTGAGE BROKING*
- *CERTIFICATE IV IN BUSINESS SALES*
- *NZ CERTIFICATE IN MARKETING*
- *NLP MASTER PRACTITIONER.*



Graham completes over one hundred leadership, sales, fixed operations, and customer experience workshops each year and is the founder of Success Resources International a Registered Training Organisation (RTO) in Brisbane and Managing Director of GTE Training and Development Ltd in NZ

Born in North Wales Graham has lived in Australia for sixteen years after working in New Zealand for over 24 years.

He has served in the Royal Navy and Royal NZ Navy and is married to a kiwi girl Shelley from the Bay of Islands.

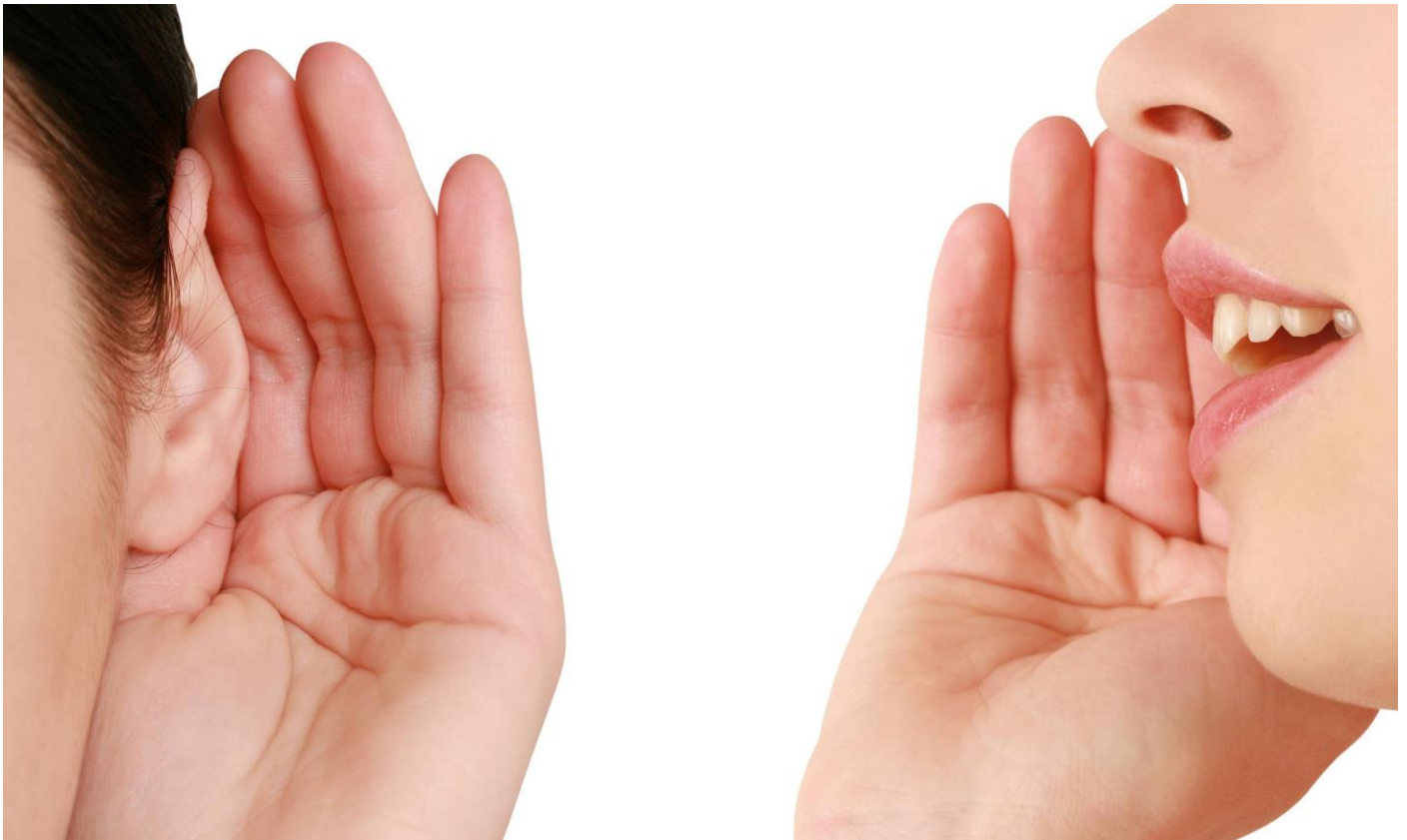
They have two children Mackenzie and Gareth and grandsons Hudson, Reo and granddaughters Avyana and Vivienne.

## WORKSHOP OBJECTIVES



1. LEARN TO IMPROVE YOUR COMMUNICATION SKILL.
2. HOW TO REALLY UNDERSTAND THE OTHER PERSONS PERSPECTIVE.
3. SHOW YOU CARE AND ARE REALLY INTERESTED.
4. IMPROVED RELATIONSHIPS AND REDUCE MISUNDERSTANDINGS.

## WHY IS ACTIVE LISTENING IMPORTANT?



Like critical thinking and problem-solving skills active listening is a human skill that's held in high regard by employers. When talking with people using active listening techniques you show them how you're interested and understanding you are.

This skill is underestimated and under used in life and when people realise how active listening enhances relationships and social skills they would take action to improve.

**PEOPLE DON'T CARE HOW MUCH YOU KNOW UNTIL THEY KNOW HOW MUCH YOU CARE.**

### THE POWER OF LISTENING WITH SIMON SINEK

IT IS THE ART OF UNDERSTANDING THE MEANING BEHIND THOSE WORDS.

THE OTHER PERSON FEELS HEARD.

REPLACING JUDGEMENT WITH CURIOSITY.

A SAFE PLACE TO EMPTY THE BUCKET.

WE OFTEN DEFEND, LITIGATE AND INTERRUPT.

ALL OF US CHOOSE THE WRONG WORDS AT TIMES.

ENCOURAGE THE OTHER PERSON TO CONTINUE.

BE THE ONE THAT REALLY LISTENS.



## TWO PREREQUISITES TO ACTIVE LISTENING WITH ALEX LYON



Becoming an active listener is a valuable skill that can improve your communication, relationships, and understanding of others.

<p>OPPOSITE OF PASSIVE LISTENING NOT MENTALLY ENGAGED WHY AM I EVEN TALKING ANYWAY ACTIVE LISTENING IS LISTENING COMPLETELY <b>YOU MUST COMMIT AND PRACTICE</b></p>	
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### ACTIVE LISTENING PRINCIPLES

**GIVE YOUR FULL ATTENTION:** When someone is speaking to you, put away distractions such as your phone, laptop, or other thoughts. Make eye contact with the speaker and focus solely on what they are saying.

**SHOW THAT YOU'RE LISTENING:** Nonverbal cues like nodding your head, maintaining eye contact, and using facial expressions can show that you're engaged in the conversation and actively listening.

**AVOID INTERRUPTING:** Allow the speaker to finish their thoughts before you respond. Interrupting can make the speaker feel unheard and can disrupt the flow of the conversation.

**ASK OPEN-ENDED QUESTIONS:** Encourage the speaker to elaborate by asking open-ended questions like "Can you tell me more about that?" or "How did that make you feel?"

**REFLECT ON WHAT YOU'VE HEARD:** After the speaker has finished talking, take a moment to reflect on what they've said. Try to understand their perspective, emotions, and the key points they've made.

**PARAPHRASE AND SUMMARISE:** Repeat back what you've heard in your own words to confirm your understanding. This shows that you're actively engaged in the conversation and want to ensure you've grasped the message correctly.



Reflective listening involves focusing on the emotions and feelings behind the speaker's words. It goes beyond understanding the content of what's being said to grasp the underlying emotions and intentions.

**REFLECTING FEELINGS:** Acknowledging and verbalising the emotions expressed by the speaker. For example, saying, "It sounds like you're feeling frustrated."

Reflective listening involves a few key phrases and techniques that show you're actively engaged in understanding the other person's perspective. Here are some phrases and skills commonly used in reflective listening:

**REPHRASING OR PARAPHRASING:** Repeat or rephrase what the other person said to demonstrate your understanding. For example:

"If I understand correctly, you're saying..."

"Let me see if I've got this right, you're feeling..."

**CLARIFICATION:** Ask for more information to ensure you've understood correctly:

"Could you elaborate a bit more on that?"

"Can you give me an example of what you mean?"

"I want to make sure I'm understanding this correctly, could you clarify?"

**SUMMARISING AND RESTATING:** Reflecting back the content of the message to ensure comprehension while also capturing the emotional tone. This reinforces understanding and shows empathy. Sum up what you've heard to confirm your understanding and show you've been paying attention:

"So, if I'm summarising correctly, you've mentioned..."

"Let me see if I've captured the main points: it seems like... is that accurate? Am I understanding you clearly?"

"Remember, reflective listening is about more than just using these phrases it's about genuinely seeking to understand the other person's perspective, acknowledging their feelings, and demonstrating that you're present and attentive.

## EMPATHETIC LISTENING



Showing empathy by understanding and connecting with the speaker's emotions, indicating that you comprehend their perspective. Empathetic listening takes reflective listening further by not only understanding the emotions but also placing oneself in the speaker's shoes.

### IT INVOLVES:

**EMPATHY AND COMPASSION:** Going beyond understanding to genuinely feeling and sharing the emotions and experiences of the speaker.

**NON-JUDGMENTAL ATTITUDE:** Being open-minded and non-judgmental, allowing the speaker to express themselves freely without fear of criticism.

**SUPPORTIVE RESPONSES:** Providing support, encouragement, and comfort as needed, showing that you care about the speaker's well-being.

**EMPATHETIC STATEMENTS:** Acknowledge the emotions the other person might be feeling:

"I can understand why that would be frustrating."

"It must have been really challenging for you."

"I hear you're feeling [emotion]."

**AVOIDING INTERRUPTION:** Give the speaker space to express themselves without interruption.

This shows respect and allows them to fully articulate their thoughts.





Each of these listening skills complements the others and can be combined to create a more comprehensive and empathetic approach to communication.

They all aim to create a deeper connection, foster understanding, and promote effective communication.

**1. HAVE THE ABILITY TO PUT YOURSELF IN THE OTHER PERSONS SHOES**

You must be genuine and see the situation through the other persons eyes, it is not agreeing or trying to fix a problem, it helps the other person to feel understood.

**2. BE AWARE OF THEIR VERBAL AND NON-VERBAL CUES**

Pick up on their body language, they do not always match so listen to what's not being said.

**3. REFLECT BACK TO THEM WHAT YOU SENSE**

Keep it in plain language, be alert to your body language, if it is positive be excited for them.

**NON-VERBAL COMMUNICATION**

SHOWING YOU ARE PAYING ATTENTION.

NO PHONES.

EYE CONTACT.

NOTICE THE SPEAKERS NON-VERBAL SIGNALS.

LISTEN WITH YOUR EYES.

CHECK YOUR BODY LANGUAGE. DO YOU HAVE EYE CONTACT AND OPEN.

CHECK THEIR BODY LANGUAGE, ARE THE INTERESTED, DRIFTING, DO THEY HAVE EYE CONTACT.

## VERBAL COMMUNICATION

ASKING GOOD RELEVANT QUESTIONS.  
LET THE OTHER PERSON ANSWER FULLY.  
STOP TALKING AND PAY ATTENTION.  
ACKNOWLEDGE THE OTHER PERSON WITH SMALL  
UTTERENCES SUCH AS:  
"I HEAR YOU"  
"YER"  
"THAT MAKES SENSE"  
"TELL ME MORE"  
"I SEE," "I KNOW," "SURE," "THANK YOU,"  
"I UNDERSTAND"  
AND SOMETIMES JUST MM OR AHAH"

## RESPONDING TO WHAT THEY SAID

ASK A QUESTION: HOW WAS THE WEEKEND?  
THEY RESPOND: THEY WENT FOR A HIKE  
YOU GIVE AN INFORMED RESPONSE: REFLECT  
BACK WHAT YOU HEARD. "THAT SOUNDS REALLY  
GREAT WHERE DID YOU GO?"  
PASSIVE LISTENING IS GIVING NO REACTION AND  
IMMEDIATELY TELL THEM WHAT YOU DID ON THE  
WEEKEND.

## LET THEM TALK

RESIST CHANGING THE TOPIC OR REPEND IN A  
WAY THAT DOES NOT RELATE TO THE  
CONVERSATION.  
KEEP YOUR QUESTIONS ON TOPIC.  
ONCE THEY HAVE FINISHED TALKING THERE WILL  
BE AN OPPORTUNITY FOR YOU TO SHARE YOUR  
EXPERIENCES.

## HERE ARE SOME TIPS TO BECOME A MORE ACTIVE, REFLECTIVE AND EMPATHETIC LISTENER:



It's often easier to learn by reading examples. Here are some tips, statements and questions that may help.

1. **BUILDING TRUST AND ESTABLISHING RAPPORT:** "Tell me what I can do to help." "I was really impressed to read on your website how you donate 5% of each sale to charity."
2. **DEMONSTRATING CONCERN:** "I'm eager to help; I know you're going through some tough challenges." "I know how hard a corporate restructuring can be. How is staff morale at this point?"
3. **PARAPHRASING:** "So, you're saying that the uncertainty about who will be your new supervisor is creating stress for you." "So, you think that we need to build up our social media marketing efforts."
4. **BRIEF VERBAL AFFIRMATION:** "I understand that you'd like more frequent feedback about your performance." "Thank you. I appreciate your time in speaking to me."
5. **ASKING OPEN-ENDED QUESTIONS:** "I can see that John's criticism was very upsetting to you. Which aspect of his critique was most disturbing?" "It's clear that the current situation is intolerable for you. What changes would you like to see?"
6. **ASKING SPECIFIC RELEVANT QUESTIONS:** "How long do you expect your hiring process to last?" "What is your average rate of staff turnover?"
7. **WAITING TO DISCLOSE YOUR OPINION:** "Tell me more about your proposal to reorganise the department." "Can you please provide some history for me regarding your relationship with your former business partner?"
8. **DISCLOSING SIMILAR SITUATIONS:** "I was also conflicted about returning to work after the birth of my son." "I had the responsibility of terminating some of my personnel, due to downsizing, over the last two years. Even if it's necessary, it never gets easier."

## TAKE AWAY

1. WHICH ONE OF THESE TIPS ARE YOU REALLY GOOD AT CONSISTENTLY?
2. WHICH ONE OF THESE TIPS DO YOU NEED TO WORK ON?