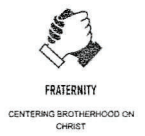




# Listening



- I. Introduction
  - a. What is 'listening'?
  - b. What gets in the way?
  - c. Test yourself – think of a recent conversation.....
- II. Strategies to improve, that is be a useful and effective listener
  - a. Invoke the Holy Spirit and constantly listen to prompts
  - b. Outward appearance – that is 'body language' and unspoken cues
    - i. Position
    - ii. Eye contact
    - iii. Gestures – facial and other
  - c. Helpful approaches
    - i. Restating
    - ii. Clarifying
    - iii. Information seeking – open ended vs. closed ended questions
    - iv. Establishing a timeline
    - v. Limited self-disclosure
  - d. Hindering approaches
    - i. 'why' questions
    - ii. Giving advice
    - iii. "I know how you feel"
    - iv. "The same thing happened to me"
  - e. Sum up the conversation and perhaps plan to continue the discussion
- III. Test yourself – 'process recording'