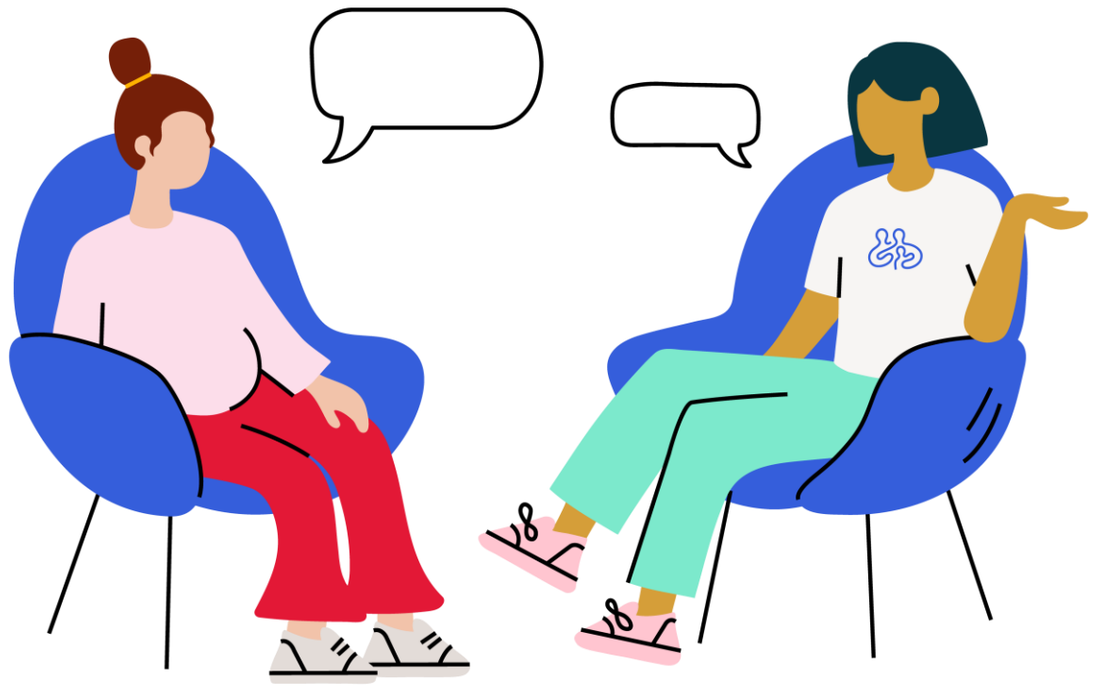
Listen to understand

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- When we really listen, other people will think: “They are truly hearing what I am saying!”
- When we feel that other people truly hear what we say, we feel understood
- When we understand each other, it is easier to find solutions to problems



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Listen to understand

When we listen to understand, we can ask questions. When we ask questions, it is easier to understand what the other person is saying.

There are two types of question:

Closed questions:

- Can be answered with one or two words.
- Can shut down further conversation.

Example: Did you have a nice day?

Open questions:

- Help us say more.
- Help us to share our thoughts and feelings.
- Start your question with words like “what” and “how”.

Example: What happened at work/school today?

Have you ever been with someone who made you feel special? A person who saw you through “positive glasses” and always noticed your good sides?

What did this person do to signal that they noticed your good sides?

You might forget what a person has said or told you, but not how it made you feel!

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Think about a time you were desperately upset and there was someone who really listened to you.

How did that make you feel?

- Calmer?
- Happier?
- Understood?

Something else?

How did you know that this person was actually listening to you?
Did they:

- Maintain eye contact?
- Nod their head?
- Lean in towards you?
- Let you speak without interrupting?

Something else?



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Think about a time you needed someone to listen to you, but they didn’t

How did you feel then?

- Desperate?
- Angry?
- Ignored?

Something else?

What did you want to do?

- Speak louder?
- Speak faster?
- Speak more than the other person?

Something else?

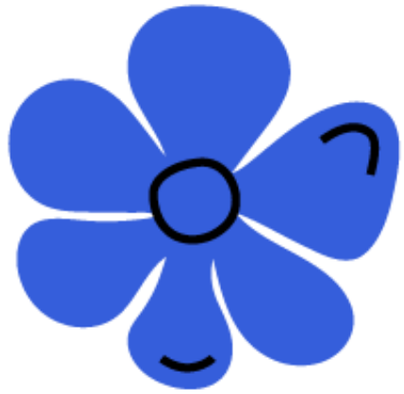


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Listen to understand

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Sometimes, you need someone to really listen to you. But good listeners can be hard to find. You can start by learning how to be a good listener for other people.



Try this: Exercise 1

- Find someone to practise with.
- Sit facing the other person.
- Focus on the person you are listening to.
- Set a timer and listen for two minutes.
- The other person gets to choose what they want to talk about.
- Afterwards, it is your turn to speak for two minutes.
- Talk about anything that occurs to you.
- Notice how good it feels when someone listens to you.

Try this: Exercise 2

Do the same once again, but this time practise ACTIVE listening. This means that when you listen, you show via your body language that you are curious and interested, and that you repeat back what the other person says in your own words.

For example:

“You seem ... because ...” or “You have experienced ... and are feeling ...”

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