

EMPATHIC LISTENING: The Heart of Communication.

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It's not about the nail!

Empathic Listening

INTENT

Listen to
Understand



SKILL

Reflect
Feelings and
Words

Empathic Listening **is** reflecting what a person feels and says in your own words.

It **is not** listening to advise, counsel, reply, refute, solve, fix, change, judge, agree, disagree, question, analyze, or figure out.

Benefits of Empathic Listening

- ▶ More Fulfilling Professional and Personal Relationships
- ▶ Increased Ability to Focus and Concentrate
- ▶ Greater Understanding of Complexities, Needs, Issues, and Problems
- ▶ Increased Clarity and Performance
- ▶ Greater Cooperation, Teamwork, and Trust
- ▶ Improved Productivity
- ▶ Enhanced Communication and Negotiation Skills
- ▶ Lowers the Risk of Costly Inaccuracies, Assumptions and Errors

What Gets in the Way

Advising: Giving counsel, advice, and solutions to problems.

Probing: Asking questions from our own frame of reference or agenda.

Interpreting: Explaining another's motives and behavior based on our own experience; trying to figure people out.

Evaluating: Judging, and either agreeing or disagreeing.

What Gets in the Way of Empathic Listening?

- ▶ Mind Wandering and Distractions
- ▶ “Selfing” versus Listening with a Stance of Curiosity and Compassion
- ▶ Lack of Awareness of Body-Mind States and Mindless Speaking
- ▶ Power and Status Differentials
- ▶ Assumptions, Biases, and Unconscious Filters/Triggers
- ▶ Focusing on Outcomes versus the Process of Listening
- ▶ Stress Response, Rebuttals and Defenses vs Acceptance & Understanding

Listening With a Virtuous Heart



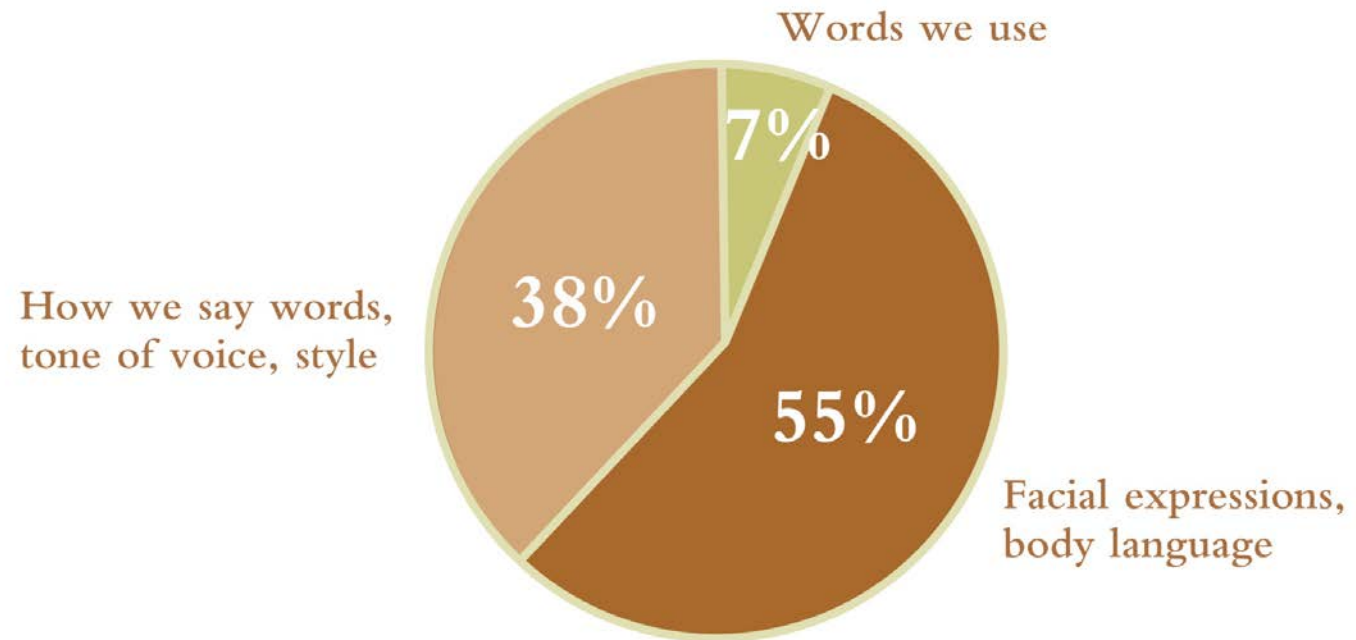
Mindful Empathic Listening

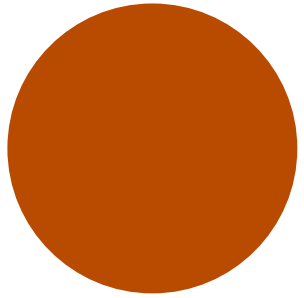
- ▶ A Practice of Giving and Validating the Other in Adverse Situations is a Skill
- ▶ Be “FULLY” Present in the Moment
- ▶ Relax, Breathe, and Sense of Calm
- ▶ Know your Intention
- ▶ Quiet Inner Noise (mind-wandering) and Outer Noise
- ▶ Tune-in and Focus like a Hawk for Clarity
- ▶ Understand Other’s Reality, Story (meaning), & Acknowledge Feelings
- ▶ Mind-Body Attunement and Acceptance----→ Trust

“Sharpen Your Listening Focus” Exercises

- ▶ Know Thyself → Self-Listening
- ▶ Practice Purposeful Pausing → Noticing Present Moment
- ▶ Practice 2-3 Minutes of Being with Silence
- ▶ Full Attention to Sounds within your Current Environment
- ▶ How do you know when someone really listens to you? How do you feel?
- ▶ Pause to Notice your Natural Breath
- ▶ Tune in and Savor a Simple Activity that Seem Mundane or Routine
- ▶ Practice Paraphrasing the Other’s Thoughts
- ▶ Practice Noticing the Other’s Non-Verbal and Emotional Expressions

Mehrabian Formula

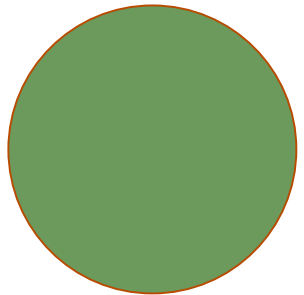




Stop and listen empathically.



Slow down. Watch and be ready to listen empathically.



Go forward and seek to be understood.

Empathic Listening

INTENT

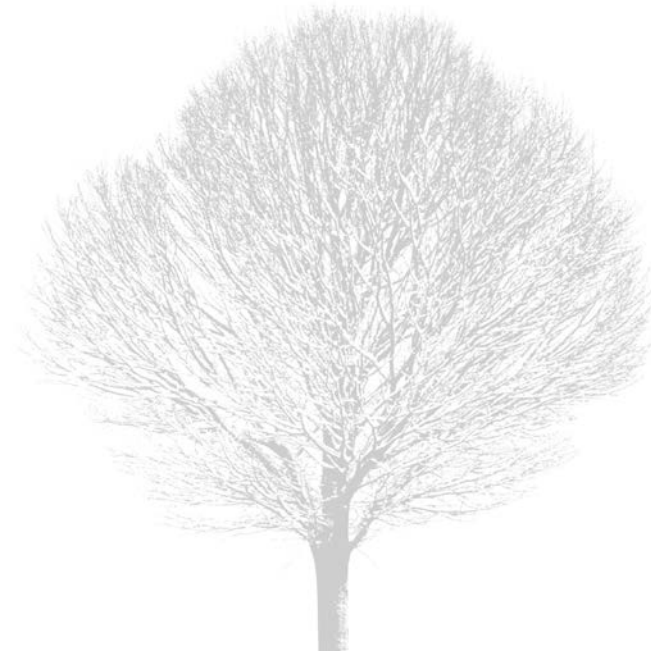
Listen to
Understand



SKILL

Reflect
Feelings and
Words

“You feel _____
about _____.”



Now it's your turn.

Person A: Tell your Story

Person B: Listen with intent and reflect feelings.

Thank you!