

## Guidelines for Listening

- Listen with undivided attention, without interrupting
- Remember what has been said, including the details ( the more you listen and the less you say, the better your memory)
- Listen to the bass line- which is not openly said, but possibly is being felt
- Watch for non-verbal clues, what does their body language say to help you understand feelings
- Listen to yourself, what is going on inside you as you listen (what might you need to do with your own emotional response afterwards?)
- Be comfortable with silence, don't fill in the pauses and avoid asking lots of questions when silence is uncomfortable

## Guidelines for Responding

- Be as accurate as possible in describing feelings/ ideas that you perceive. (use the words they use)
- Use empathetic understanding, again making this accurate , although also tentative (I think you said ... )
- Keep questions to a minimum
  - if you need precise information (in which case ask precise questions);
  - if you want to open up an area ( in which case use open ended questions)
  - if you wish to prompt ( when rhetorical questions help) avoid questions beginning with , 'Why....?'
  - Use minimal prompts; ' Mm', 'yes '
- Paraphrase or reflect accurately
  - As a way of prompting
  - As an indication that you have been listening.
  - As a way of checking out that you have heard correctly
- Avoid making judgements or loaded remarks
- Where possible link the reported experiences, events, reactions and ideas
- Avoid changing the subject or interrupting unnecessarily
- Avoid speaking too soon or too long

And finally , when you have responded,

- Return to listening mode, to watch and to listen for the reaction to your own response, as well as anything new that emerges.