

YOU BET I'M LISTENING

TABLE OF CONTENTS

You Bet I'm Listening.....	2
What is You Bet I'm Listening and Guidelines....	3
Listening Tactics.....	8
Communication Obstacles.....	19
Tips.....	28
Questionnaire.....	43
Closing.....	46



ESTABLISHING RAPPORT

This special quality of a relationship leads to freely sharing ideas, experiences, and feelings because the speaker will gain a sense of security and acceptance. To diminish a person's feelings of isolation and foster a sense of self-worth, it is crucial to develop trust and common bonds. Establish rapport, enter their world with acceptance, and try to understand how they perceive it. You want to hear as they hear, see as they see, and feel as they feel in order to fully make a connection.

Useful Steps in Establishing Rapport:

Gather Information

Ask open-ended questions (*not* yes/no) about areas of interest (favorite music, television shows, or activities). For example: *What do you mean by this? How did this make you feel? So what happened next?*

Express Interest

Let yourself become genuinely interested and involved in the conversation, staying with each subject as long as the person wants to, and sharing related thoughts.

Observe

Notice appearance, posture, gestures, movement, breathing rate, speech volume, and language.

AND REMEMBER TO
SMILE!

ACTIVE LISTENING SKILLS

Encouraging

Purpose: To show interest and make the other person want to continue talking.

How to do it: Do not agree or disagree.

Examples: Can you tell me more? I'm really interested. Could you give me more information?

Clarifying

Purpose: To help clarify what is said; to get additional information, and present other points of view.

How to do it: Ask open-ended questions.

Examples: When did this happen? What do you mean by this?

Paraphrasing

Purpose: To show that you understand what the other person is saying; confirm that you are listening.

How to do it: Restate what the speaker said in different words.

Examples: So, you would like the coach to give you more playing time, is that right? Is that what you are saying? Do you really mean this?

Reflecting

Purpose: To show you are thinking about how the speaker feels; to help the speaker look at his feelings after hearing them expressed by someone else.

How to do it: Restate to the speaker his basic feelings.

Examples: You seem very angry. You seem very nervous.

Summarizing

Purpose: To review progress. To tie up loose ends and link together important facts; to establish a reason for further discussion.

How to do it: Tell the speaker what you feel to be the major ideas and facts he brought up during the discussion.

Example: These seem to be the main ideas you have discussed...

Validating

Purpose: To make sure the other person feels good about what he is saying.

How to do it: Show the speaker that his ideas and feelings are important to you.

Examples: I appreciate your wanting us to work together. I am happy you wanted to talk to me.



**Just
Listen
Up!**