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**Active Listening Practice**

**Background:** Often we will listen to a conversation without really hearing him or her in the process. We miss opportunities to connect with that person. This exercise helps you express active interest in what the other person is saying and makes him or her feel heard- a way to foster empathy and connection. This technique is especially well- suited for difficult conversations (such as arguments with a spouse) and for expressing support. Research suggests that using this technique can help others feel more understood and can improve relationship satisfaction.

**Time Required**: 10 minutes. Try to make for this practice at least once a week.

**Instructions**: Find a quiet place where you can talk without interruption or distraction. Invite him or her to share what’s on his/her mind. AS he or she does so, try to follow the steps below. You don’t need to cover every step, but the more you do cover, the more effective this practice is likely to be.

1. **Paraphrase.** Once the other person has finished expressing a thought, paraphrase what he or she said to make sure you understand and to show that you are paying attention. Helpful ways to paraphrase include “What I hear you saving is…” “it sounds like …” “If I understand you right…”
2. **Ask questions**. When appropriate, ask questions to encourage the other person to elaborate on his/her thoughts and feelings. Avoid jumping to conclusions about what the other person means. instead ask questions to clarify his or her meaning, such as “When you say\_\_\_do you mean\_\_\_\_\_\_\_?”
3. **Express Empathy**. If the other person voices negative feelings, strive to validate thee feelings rather than questioning or defending against them. For example, if the speaker expresses frustration, try to consider why he or she feels that way, regardless of whether you think the feeling is justified or whether you would feel that way yourself were you in hos or her position. You might respond, “I can sense that you’re feeling frustrate” and even “I van understand how that situation could cause frustration.”
4. **Use engaged body language**: Show that you are engaged and interested by making eye contact, nodding, facing the other person and maintaining an open and relaxed body posture. Avoid attending to distractions in your environment or checking your phone. Be mindful of your facial expressions: Avoid expressions that might communicate disapproval or disgust.
5. **Avoid judgment**. Your goal is to understand the other person’s perspective and accept it for what it is, even if you disagree with it. Try not to interrupt with counter arguments or mentally prepare a rebuttal while the other person is speaking.
6. **Avoid giving advice**. Problem-solving is likely to be more effective after both conversation partners understand one another’s perspective and feel heard. Moving too quickly into advice-giving can be counter-productive.
7. **Take turns.** After the other person has had a chance to speak and you have engaged in the active listening steps above, ask if it’s okay for you to share your perspective. When sharing your perspective, express yourself as clearly as possible using “I” statements (e.g. “I feel overwhelmed when you don’t help me ….”). It may also be helpful, when relevant, to express empathy for the other person’s perspective (e.g. “I know you’ve been very busy lately and don’t mean to leave me hanging…”)

**Evidence that it works.**

Weger, H., Castle Bell, G., Minei, E.M. & Robinson, M.C. (2014) The relative effectiveness of active listening in initial interactions. International Journal of Listening, 28(1), 13-31

Participants had brief conversations (about their biggest disappointment with their university) with someone trained to engage in active listening, someone who gave them advice, or someone who gave simple acknowledgement of their point of view. Participants who received active listening reported feeling more understood at the end of the conversation.

**Why it Works**

Active listening helps listeners better understand others’ perspectives and helps speakers feel more understood and less threatened. This technique can prevent miscommunication and spare hurt feelings on both sides. By improving communication and preventing arguments from escalating, active listening can make relationships more enduring and satisfying. Practicing active listening with someone close to you can also help you listen better when interacting with other people in your life, such as students, co-workers or roommates.

**Sources:**

Instructions adapted from: Markman, H, Stanley, S. & Blumberg, S.L. (1994) Fighting for your marriage. San Francisco Josey-Bass Publishers

Greater Good Science Center, Science of Happiness Course