Guidelines for Listening

1 Listen with undivided attention, without interrupting

2 Remember what has been said, including the details ( the more you listen and the less you say, the better your memory)

3 Listen to the bass line- which is not openly said, but possibly is being felt

4 Watch for non-verbal clues to help you understand feelings

5 Listen to yourself, how2 you might be feeling is a described situation- Empathy

6 Try to tolerate pauses and silences that are a little longer than is usual in conversations ( and avoid asking lots of questions to break silences)

Guidelines for responding

8 Be as accurate as possible in describing feelings/ ideas that you perceive. (not just ‘depressed’ and ‘angry’)

9 Use empathetic understanding, again making this accurate , although also tentative ( you may be wrong)

10 Keep the questions to a minimum , unless,

-you need precise information (in which case ask precise questions);

-you want to open up an area ( in which case use open ended questions)

-you wish to prompt ( when rhetorical questions help):ANFD at all costs avoid questions beginning with ,’Why….?`

11Use minimal prompts;’ Mm’, ‘yes ‘or the last few words

12 paraphrase or reflect accurately

A way of prompting

An indication that you have been listening.

A way of checking out that you have heard correctly

13Avoid making judgements or loaded remarks

14 where possible link the reported experiences, events, reactions and ideas

15 Avoid changing the subject or interrupting unnecessarily

16Avoid speaking too soon or too long

And finally , when you have responded,

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