

A large, stylized green leaf graphic with multiple overlapping leaf shapes, centered in the background of the slide.

The Art of Listening Deeply

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Agenda



- Norms for working together
- Meditation Preparation
- CHEC and Listening
- Practice 1 - 2 parts
- Practice 2
- Questions, comments

Norms



- Confidentiality
- Safe vs. Comfort
- Listen for understanding
- Stay engaged
- Accept that there may be non-closure

Meditation

- Listening to others requires being aware of, without being preoccupied with, Self.
- Checking in with ourselves before meeting with a client, employer, colleague, etc., is good preparation for listening
- Being aware of distracting factors like running behind, hunger, work or personal issues and letting them go
- Meditation -
 - Mind – Three adjectives to identify headspace
 - Body – Three adjectives to identify physical sensations
 - Emotions - Three adjectives to identify feelings

Deeper Listening Through Cultural Humility, Empathy & Compassion



- Cultural Humility – A lifelong commitment to self- evaluation, self-critique, and self-development
 - Recognizing and challenging power status and how that influences communication dynamics
 - Being aware of our place of “power” as VRC/CM/OT/PT/AP
- Empathy – Stepping out of our own point-of-view to listen from the perspective of another’s cumulative life experiences
- Compassion – Dropping our defenses to enable us to communicate, educate, and support one another from a place of kindness and love

Lifelong Learning & Critical Self-reflection

- In order to listen deeply, we must come from a place of knowing we don't know, when interacting with others
- This means we need to make sure our listening skills are very well developed
- We are challenged to listen differently than we are used to
 - Competitive/combative listening
 - Mostly focused on our message
 - Listening to respond – finding key points of interest to us
 - Already knowing where we are going before hearing the person speak (agenda)

Listening Deeply

- Good basic listening skills
 - We are interested, engaged, and making sure we understand
 - Using all our senses to listen
 - Interpreting what we are hearing in the moment
 - Responding
 - We give nonverbal feedback
 - Gestures, facial expressions, timing of reactions, posture, proxemics
 - We give nonintrusive verbal feedback
 - Repeating exactly what you heard
 - Encouragers like, uh huh, yes, I see, etc.
 - Paraphrasing what you heard into your own understanding

Practice 1

- In your pair, one person will be the speaker, and one will be the listener
- Speaker has 3 full minutes to talk about a past event that negatively impacted their life
- Listener can only listen – you CANNOT speak, nod, encourage, smile, etc. – just listen
- After 3 minutes switch roles of speaker and listener
- We'll come back and check in how this went

Discussion

- As the speaker
 - Difficult to stay on track
 - Weird
 - Off putting
 - Desire to stop talking
- As the listener
 - Difficult to not respond empathetically
 - Preoccupied with actively trying not to respond
 - Were you able to really hear what was said?

Practice 2

- With the same person who started as speaker and the same person as listener, please do the following
- Speaker has 3 minutes to talk about a past event that positively impacted their life
- The listener will use both verbal and non-verbal skills to show the listener you understand, both emotion and content
- After 3 minutes switch roles of speaker and listener (I will let you know when to switch)
- We'll come back and discuss how this went

Deeper Listening

- We can become even better listeners if we have intention directing us
 - For compassion
 - What is their positive or negative emotion(s)
 - What is their need
 - What is my role
 - How can I contribute, help, support this person in this conversation
 - For empathy
 - What is said that isn't spoken
 - What emotion are they experiencing or suggesting
 - What might still need to be said

BREAK

- Marinate on deeper listening
- We'll do another practice when we get back
- Choose a new partner
- If you're comfortable with it, pick someone you don't know

Practice 3

- Professional and Client role play
- Scenario –
 - The professional's goal is to get the client back to work with their employer
 - The client is resistant for a reason (bad work environment, worried about reinjury, concerned about being judged, etc) – pick a job you wouldn't want to go back to
- 7 - 10 minutes each
- Practice listening deeply to really hear, empathize, and have compassion for this person
- Awareness of mind, body, emotions
- As the professional, are you able to just listen?
- As the client, do you feel heard?
- You don't have to get to the goal – just really listen and see where the conversation goes

Discussion & Take Away

- Post Exercise Meditation
 - Mind – Three adjectives to identify thoughts
 - Body – Three adjectives to identify physical sensations
 - Emotions - Three adjectives to identify feelings
- Checking in with self before meeting with a client, employer, colleague
- Listening from a space of Cultural Humility, Empathy, and Compassion
- Setting aside an agenda to be fully present with the other person