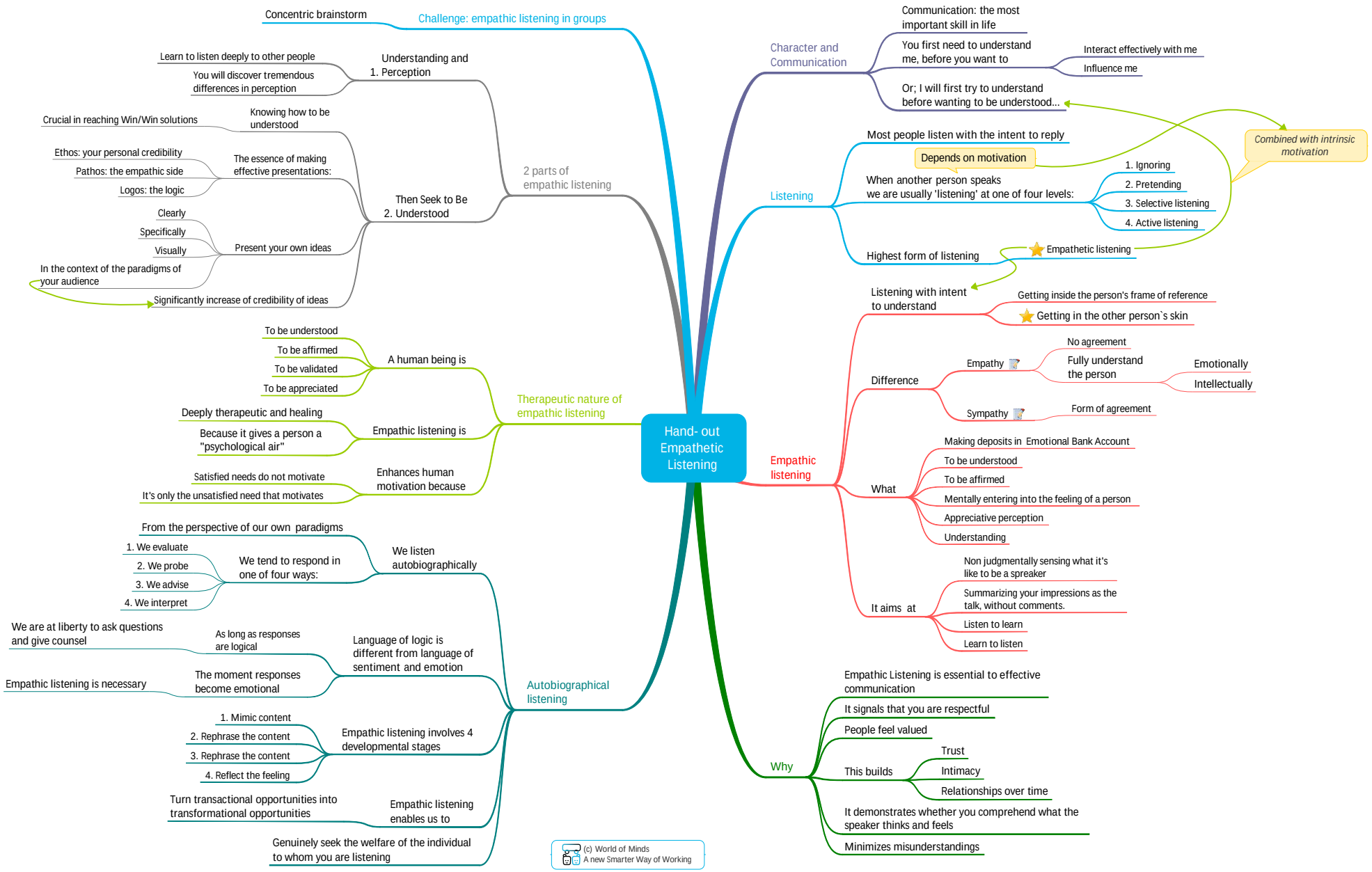
Hand- out Empathetic Listening
Challenge: empathic listening in groups
Concentric brainstorm
2 parts of empathic listening
Understanding and 1. Perception
Learn to listen deeply to other people
You will discover tremendous differences in perception
Then Seek to Be 2. Understood
Knowing how to be understood
Crucial in reaching Win/Win solutions
The essence of making effective presentations:
Ethos: your personal credibility
Pathos: the empathic side
Logos: the logic
Present your own ideas
Clearly
Specifically
Visually
In the context of the paradigms of your audience
Significantly increase of credibility of ideas
Therapeutic nature of empathic listening
A human being is
To be understood
To be affirmed
To be validated
To be appreciated
Empathic listening is
Deeply therapeutic and healing
Because it gives a person a "psychological air"
Enhances human motivation because
Satisfied needs do not motivate
It's only the unsatisfied need that motivates
Autobiographical listening
We listen autobiographically
From the perspective of our own paradigms
We tend to respond in one of four ways:
1. We evaluate
2. We probe
3. We advise
4. We interpret
Language of logic is different from language of sentiment and emotion
We are at liberty to ask questions and give counsel
As long as responses are logical
The moment responses become emotional
Empathic listening is necessary
Empathic listening involves 4 developmental stages
1. Mimic content
2. Rephrase the content
3. Rephrase the content
4. Reflect the feeling
Empathic listening enables us to
Turn transactional opportunities into transformational opportunities
Genuinely seek the welfare of the individual to whom you are listening
(c) World of Minds
A new Smarter Way of Working
Character and Communication
Communication: the most important skill in life
You first need to understand me, before you want to
Interact effectively with me
Influence me
Or; I will first try to understand before wanting to be understood...
Listening
Most people listen with the intent to reply
Depends on motivation
When another person speaks we are usually 'listening' at one of four levels:
1. Ignoring
2. Pretending
3. Selective listening
4. Active listening
Highest form of listening
Empathetic listening
Combined with intrinsic motivation
Empathic listening
Listening with intent to understand
Getting inside the person's frame of reference
Getting in the other person`s skin
Difference
Empathy
No agreement
Fully understand the person
Emotionally
Intellectually
Sympathy
Form of agreement
What
Making deposits in Emotional Bank Account
To be understood
To be affirmed
Mentally entering into the feeling of a person
Appreciative perception
Understanding
It aims at
Non judgmentally sensing what it's like to be a spreaker
Summarizing your impressions as the talk, without comments.
Listen to learn
Learn to listen
Why
Empathic Listening is essential to effective communication
It signals that you are respectful
People feel valued
This builds
Trust
Intimacy
Relationships over time
It demonstrates whether you comprehend what the speaker thinks and feels
Minimizes misunderstandings