

Listening, Genuine Inquiry, & I Statements Skill Card 25

Passive Listening: Paying Attention & Showing Interest:

1. Give the speaker your full attention and do not attend to anything else in your environment (e.g., phone, TV, radio, other people talking, etc.).
2. Avoid interrupting, judging, or criticizing.
3. Make direct eye contact if you feel comfortable. Lean forward toward the speaker.
4. Nod or shake your head when appropriate.
5. Change your facial expression when appropriate (for example, showing concern or excitement).
6. Say things like "Yes," "I see," "Uh huh," "mm," or "Go on."

Using Brief "Door Openers" To Get The Speaker To Say More. Examples of "door openers" include:

1. *"Would you like to say more about that?"*
2. *"Why don't you say more about that?"*
3. *"It sounds like you are having strong feelings about that?"*
4. *"Do you want to talk about it?"*

Active Listening Involves Summarizing/Paraphrasing In Our Own Words What We Heard the Speaker Say & What We Think They Are Feeling, & Why, And Saying It With A Question In Our Voice. When summarizing what the speaker said use phrases like:

1. *"It sounds like...?"*
2. *"It seems to me...?"*
3. *"It appears to me...?"*
4. *"I can see that you are...?"*
5. *"I get the impression that you are...?"*
6. *"Let me see if I understand...(your position, what you want me to do, why you are angry at me, etc.)?"*
7. *"It seems like you are feeling...?"*
8. *"It seems like you are feeling...because...?"*
9. Ask, *"Did I get that right?"* *"Did I hear you correctly?"*

Genuine Inquiry Questions

When we don't understand, don't understand completely, are confused, or need more information, it is important to ask genuine inquiry questions to help us understand. Examples of genuine inquiry questions include:

1. *I'm not sure I understand."*
2. *"I'm not sure I understand completely. Would you say some more about...?"*
3. *"How are you feeling about all of this?"*
4. *"Why are you feeling this way?"*
5. *"So, what happened that got you so... (upset, excited, made you feel sad, etc.)"*
6. *"What do you think is going on?"*
7. *"What do you think about that?"*
8. *"What makes you think that?"*
9. *"Can you say a little more about how you see things?"*
10. *"Tell me about what led you to that conclusion."*
11. *"Please say more about why this is important to you."*

When you think you fully understand, ask:

- *"Is there anything else?"* or
- *"Is there anything else I need to know to understand fully?"*

“I Statements”

Using “I Statements” involves sharing what we are feeling (and thinking) and why we are feeling that way (or why we are thinking that way). There are times when we also want to say how we would like the other person to be in the future, and there are times when we want to ask them if they are willing to do what we are asking.

“I Statements” Have The Following Parts:

Use the pronoun “I” and state what you feel or felt.

“ I feel....when you...” “When you...I felt...” “I think....”

Tell why you feel or felt that way.

“ I feel....when you...because...” “When you...I felt... because...” “I think...because...”

Say how you want them to be in the future (when appropriate). Say “I would appreciate it if...”

“In the future, I would appreciate it if...”

Ask them if they are willing to do what you ask (when appropriate). Say “Are you willing to do that?”

Are you willing to do that?”

Using all 4 parts, a complete I Statement would be:

“When you...I feel...because... In the future, I would appreciate it if you would... Are you willing to do that?”

Avoid You Statements

Using “You Statements” usually makes people feel attacked and/or defensive. When people feel defensive and or attacked, they are more likely to attack, and they are less likely to listen to us, try to understand us, consider what we are saying, and even less likely to change their behavior to meet our needs. Examples of “you statements include:

Preaching.

You should...

Put Downs

Can’t you do anything right

Criticism

You never do anything right, or you are always...

Giving Solutions

In the future, you should...

Threats

If you don’t... then I will.

Asking Why Out of Anger

Why did you do that?