

Building Confident Families
Session III: Listening with the Heart



OBJECTIVES

1. Each participating family member will demonstrate his/her ability to Listen with the Heart.
2. Each participating family member will identify two roadblocks to Listening with the Heart.

YA Training
Family Strengthening Skills Training



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1. Each YA member will demonstrate his/her ability to Listen with the Heart.
2. Each YA member will identify two roadblocks to Listening with the Heart.

What is Communication?



Key Points

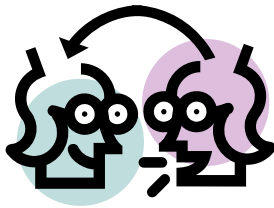


- One of the most important things we can do for our relationships is to learn good communication skills.
- Communication is an exchange of thoughts, messages, feelings, or ideas between 2 or more people.
- For the exchange to happen, while someone is speaking, someone must be listening.

A “Simple” Equation ...



Communication = Speaking + Listening



More Key Points



- A very important communication skill is Listening with Your Heart.
- Listening with Your Heart is built upon the idea that all individuals deserve mutual respect.
- All individuals deserve respect no matter what their age.
- As parents, for us to be respected, we must respect our children.
- This doesn't mean that we will agree with them at all times. It does, however, mean we will respect them enough to let them have their own feelings and talk to us about their feelings.

Steps to Listening with your Heart

Step 1: Give the person your undivided attention.

- * Make eye contact.
- * Move away from noise, music, and people.



Steps to Listening with your Heart

Step 2: Open your heart and mind.

- * Focus on what is being said without judging it.



Steps to Listening with your Heart

Step 3: Close your mouth.

- * Listen, listen, listen!



Steps to Listening with your Heart

Step 4: Reflect the content and feelings you heard.





- * To mirror something back, pick a feeling word that corresponds with what you think the person has explained to you. Do not make any judgments or offer any suggestions. Simply reflect what you heard.



Some Phrases You Can Use ...

- “Seems like...(you’re really angry, frustrated, worried, etc.)”
- “I wonder if you feel...”
- “Let me see if I understand you correctly....”
- “What I hear you saying is....”

Steps to Listening with your Heart: A Recap

- Give the person your undivided attention. 
- Open your heart and mind. 
- Close your mouth. Listen, listen, listen. 
- Reflect the content and feelings you heard. 

Let's Practice!

- Co-worker's Remark:
"Wow! Did you hear how often the client said he likes working us?"
 - Possible Reflection?
- Boyfriend's Remark:
"I really put a lot of effort into choosing your anniversary gift."
 - Possible Reflection?



What Are Some Possible Roadblocks?



A Few Roadblocks

- Day Dreaming
- Judging
- Second Guessing
- Mind Reading
- Filtering
- Advising



Summary

- Communication - Speaking + Listening.
- The greatest determinant of how we listen to other people is how our parents listened to us.
- Listening with your heart is based upon the idea that we all deserve mutual respect.
- Steps to listening with your heart: Give your undivided attention, open your heart and mind, close your mouth (listen, listen, listen), reflect the content and feelings.
- Reflecting can be a difficult skill to learn because we want to solve the problem, or we get impatient.
- Roadblocks such as judging, mind reading, and advising get in the way of listening with our heart.

