



Module 5 Roadblocks to Listening

Observation Activity:

Roadblocks to Listening

Instructions: Observe a certification. Note signs the certifier is actively listening. Discuss your observations with your Training Supervisor.

Roadblocks

- ◆ Does the certifier appear to be focusing on what the participant is going to say next rather than listening to what the participant is saying?
- ◆ Is the certifier making judgments about the participant or what they are saying?
- ◆ Is the certifier taking everything the participant says and relating it to their own experiences rather than understanding how the participant uniquely experiences it?
- ◆ Is the certifier 'offering' their solution before the participant finishes what they have to say?
- ◆ Is the certifier jumping in and arguing with the participant at an early stage?
- ◆ Is the certifier pretending to be listening when they really aren't?
- ◆ Is the certifier responding to an emotional statement with a strictly factual answer?

Elements of active listening

- ◆ Listens with undivided attention, acceptance and non-judgement, curiosity, delight, and silence
- ◆ Makes eye contact
- ◆ Has a pleasant, open expression
- ◆ Stands or sits in a relaxed but attentive manner
- ◆ Speaks in warm, pleasant tones
- ◆ Faces the speaker and maintains an open posture
- ◆ Uses minimal encouragers such as, "I see", "Mm-hmm", "Go on", "Oh?"