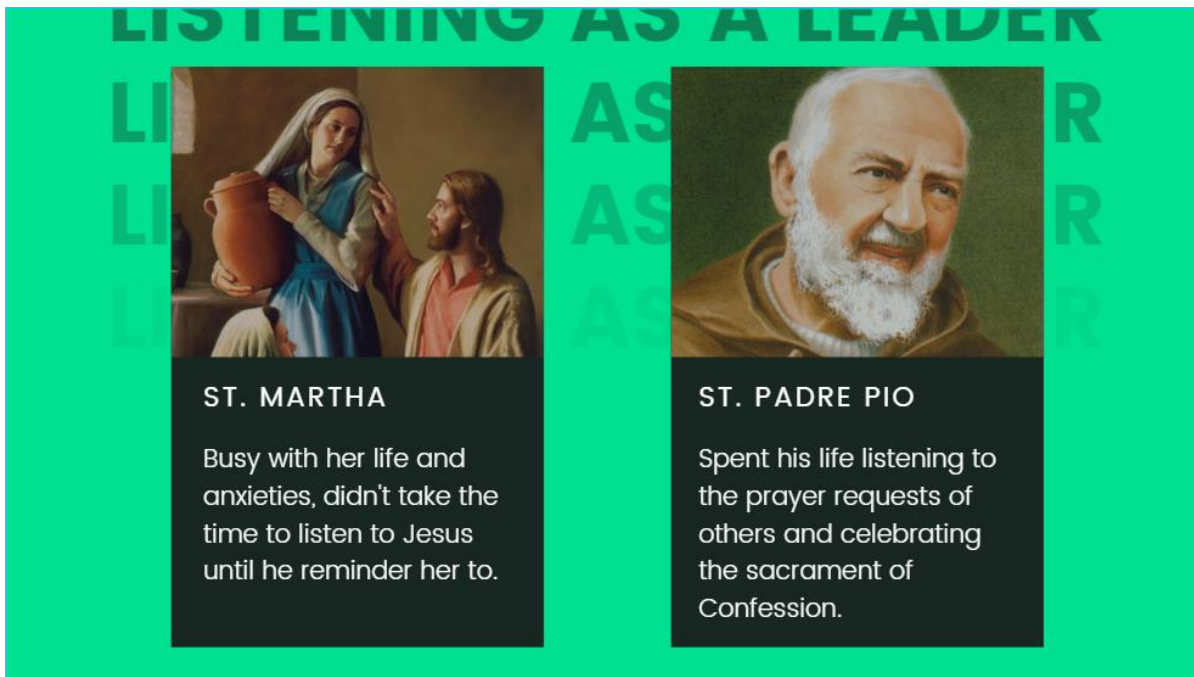



# Listening as a Leader

Why is listening a leadership skill?

Why should we be a listening Church?

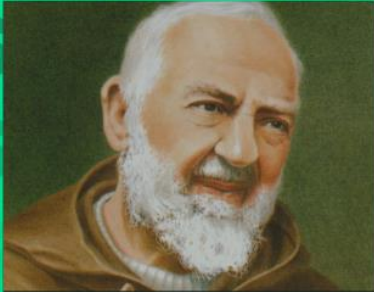
How would you rate yourself as a listener?





**ST. MARTHA**

Busy with her life and anxieties, didn't take the time to listen to Jesus until he reminder her to.



**ST. PADRE PIO**

Spent his life listening to the prayer requests of others and celebrating the sacrament of Confession.

## Positive Listening Skills

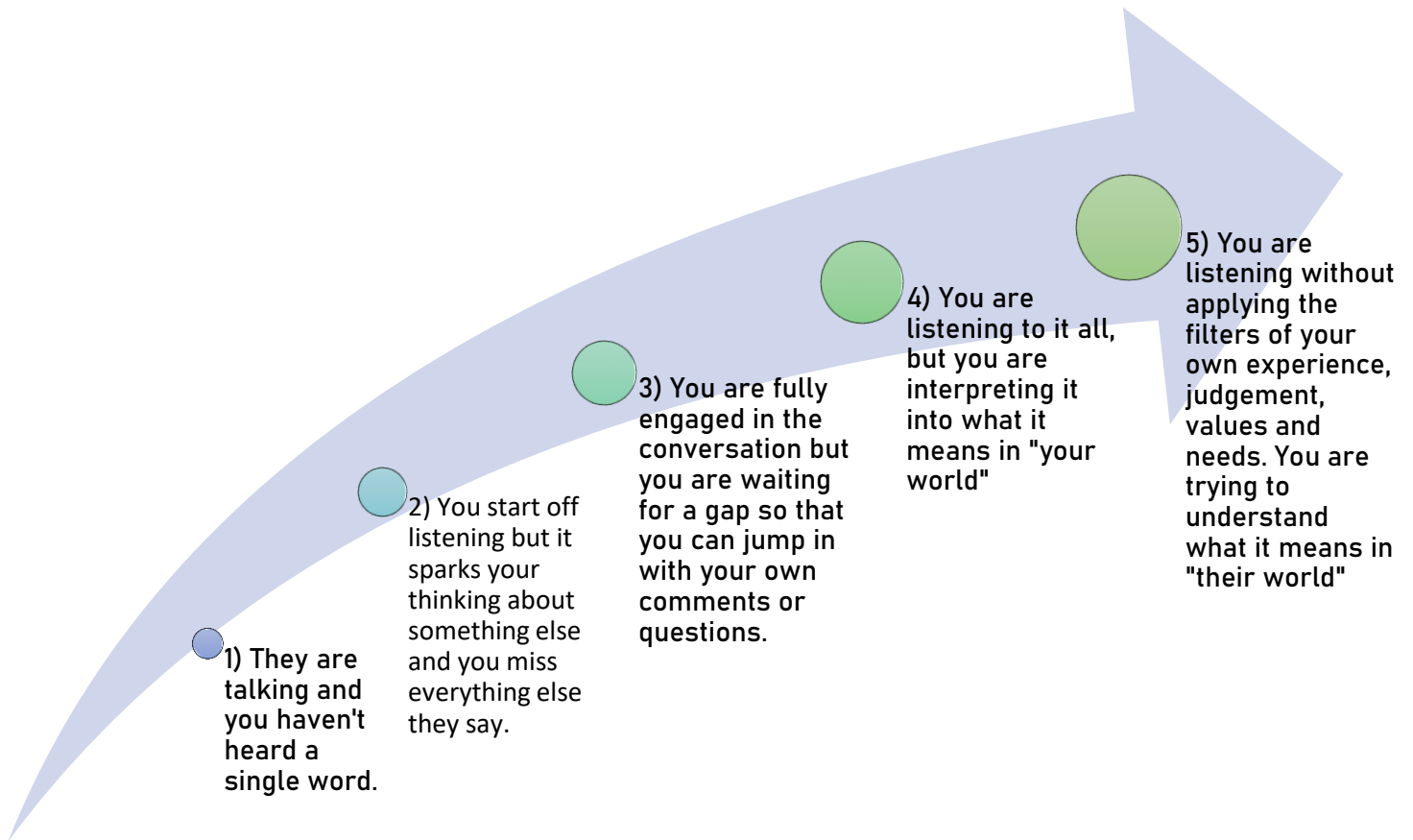
- **Attending:** Showing others that you are paying attention and listening: direct eye contact, facing the other person, nodding your head
- **Following:** Verbal responses that indicates to the listener that you are following the conversation: "Uh-huh", "yeah", "right", "ok", "I see", "Mmmm," "Got it." If you need more info, ask, "Tell me more."
- **Reflecting:** Reflecting is restating or paraphrasing what the speaker is saying. You become a mirror and reflect their thoughts and feelings. You are showing that you understand what they are saying and their view points. It also allows the speaker to correct you, only helping you fully comprehend what they are saying.
- **Silence:**

## Listening “Squirrels”

Listening “Squirrels” are the things that get in the way or takes us away from listening well.

- Advise
- Agree/Disagree
- Assure
- Add your story
- Ask questions that take the speaker off course
- What else? Talk with a partner about what helps you and what are your roadblocks when listening. Talk about times when you felt really listened to or when you knew the other person wasn't listening to you.

## Levels of Listening



What level are you at? Do you find yourself at different levels with different people or in different situations? What could help you get to the last level?

## Reflecting

Reflecting is restating or paraphrasing what the speaker is saying. You become a mirror and reflect their thoughts and feelings. You are showing that you understand what they are saying and their view points. It also allows the speaker to correct you, only helping you fully comprehend what they are saying.

Use these reflecting stems:

- You...
- You think...
- You feel...
- You're concerned...
- Sounds like you...

Avoid doing these behaviors:

- × Advice
- × Agree/Disagree
- × Assure
- × Ask Questions
- × Add Your Own Story
- × Argue

### Practice:

In small groups, practice using good listening skills. One person is the speaker, talking about an issue they are having. The other person is the listener. Others are observers. At the end of the conversation, give feedback for how it went.

Homework: Use these skills in conversations!