

# The Art of Helping

Session 2: June 16, 2019

## LISTEN

### Look and Connect

- Be aware of body language—relax, be present
- Maintain eye contact-truly see and connect
- Recognize and identify emotion—
  - “I imagine you were feeling hurt, angry, anxious, etc...”
  - “That must have been exciting, difficult, scary, etc...”

## LISTEN

### Inquire

- Be patient—listen for the full story
- Use open-ended questions
- Avoid asking “Why...” questions—instead try “What...” or “How...”
- What are some examples of good questions?

## LISTEN

### Show empathy

- Cross the bridge into their experience—perspective taking
- Enter into their story rather than offering a quick fix
- Stay out of judgment
  - “Don’t ‘yes...but’ or ‘at least...’”

## LISTEN

### Test understanding

- Notice the central theme
- Ensure you really hear what they are saying
- Restate to check your understanding
  - “So what you’re saying is...”
  - “It sounds like...”

## LISTEN

### Evaluate situation

- Identify the purpose—support, encouragement, advice, information, resources, etc...
- Is the body language consistent with the verbal message?
- What do they most need?

## LISTEN

### Notice yourself

- Take a deep breath if you feel yourself getting reactive or defensive
- Know when it is time to make a referral
  - The person is excessively upset
  - When the situation seems like a “big deal”
  - When you have been talking a long time about this (on one occasion or over time) and it does not seem to be getting any better
- Seek support for yourself if needed.

## Listening Traps

- **Rehearsing:** thinking of what you will say before you have listened to their full thought
- **Comparing:** jumping to another person or situation rather than listening to theirs
- **Mind Reading:** assuming you know hidden messages or motives behind what they say
- **Filtering:** listening through your own perspective, rather than trying to understand theirs
- **Judging:** critiquing their worth rather than listening with unconditional positive regard
- **Placating:** trying to make them feel better without entering into their story
- **Presuming:** anticipating what they are going to say before they have said anything