

Active Listening Exercise:

- 1. Ask questions based on immediate previous response or create a clear transition**
- 2. Ask an open question you'll get an open response---closed question..closed response**
- 3. Ask one question at one time**
- 4. Stay on track (even when topic meanders or create appropriate transition)**

NOTES ABOUT THIS EXPERIENCE

ACTIVE LISTENING.....NOT HEARING

Barrier Categories...The Short List To Consider

Environment

Physical Noise

Assimilation

Time Zones

Part Of The Country & World/ Learning & Communication Patterns

Handling Interruptions

Psychological/ Communicative

Hidden Agendas

Interview Skills/ Base lining Omitted/ Planning Question Before Response

Push For Resolution To Problem

Unable To Handle Difficult People

Establishing A Poor Listening Posture

Imagining Everyone Should Be Like YOU

Fatigue...Hunger.....Frustration

Semantic

Cultural Intolerance

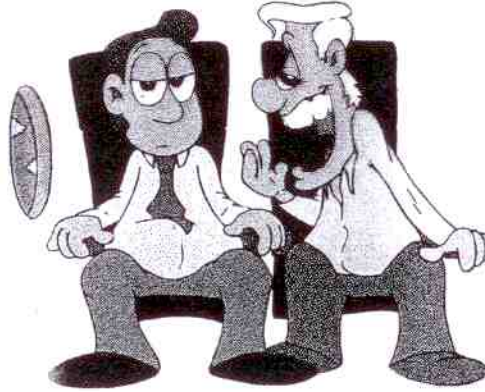
Poor Sense Of Meaning Of Words

Diction, Articulation, Rate, Tempo

Inability To Break Through Debilitating Words

Too Technical, Simple, Or Inappropriate

GENERAL TIPS FOR IMPROVING YOUR LISTENING



Think about purpose

Ask questions based on responses

Summarize

Backtrack

Bracket

Rethink note-taking

Embrace a listening posture

Seek common interest

Stay on track

Focus on ideas

Stay out of the way

Listen to what is meant

Remove physical noise

Minimize interruptions

Use one-word ignition keys

Hold criticism

Have a sense of inquiry

Examine hidden agendas

Nix button-pushing

Keep an open mind

ACTIVE LISTENING QUESTION OPTIONS

Reframe/redefine “ This is a tough situation but not impossible, you know?”

Repeat “ You want to kill yourself and your child?”

Paraphrase “ It sounds like you’re worried about being accepted?”

Reflection of feelings “ Wow, you sound so scared?”

Talk on person’s level..not above/below “ I’m not going to pretend I understand you?”

SHORT LIST OF KEY BARRIERS TO ACTIVE LISTENING

ARGUING

CRITICIZING

JUMP TO CONCLUSIONS

PACIFYING

DERAILING

MORALIZING

NAME- CALLING

ORDERING

CLIMATE CONTROL

Byproducts of a sound interview

DEFENSIVE AROUSING?

Or

SUPPORTIVE AROUSING?

Evaluative

Descriptive

Control-centered

Problem-oriented

Certainty

Provisionalism

Neutral

Affective

Jack Gibb (citation if additional information desired)

As A pair, decide on an interview scenario both of you would encounter (*same type of defendant, same interview purpose*), *same interview "phase" ...*). Work together and briefly respond to the following questions:

Type/Offense of Parolee:

Purpose of Interview:

Phase: (*first interview, intake, follow up, meeting for the ___ time, etc*):

Expected concerns, constraints, problems (*communication, policy, etc....*):

Interview Monitor Form

Consider:

Opening

Transitions

Question Types and Placements

Tone

Nonverbal Reads

Climate Set

Ability to Make Repairs

1 = Lo

4 = HI

Interview 1

1 2 3 4

Remarks:

Interview 2

1 2 3 4

Remarks

Interview 1

1 2 3 4

Remarks:

Interview 2

1 2 3 4

Remarks:

Interview 1

1 2 3 4

Remarks:

Interview 2

1 2 3 4

Remarks:

Interview 1

1 2 3 4

Remarks:

Interview 2

1 2 3 4

Remarks: