

Heart & Active Listening Cheat Sheet

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1. It is always important to **pay attention!** Set a **comfortable tone**, and give your directee enough time to **think and speak!**
2. **Be present (HEART!) and focused throughout each session.**
3. Pay attention to your **Body Language**.
 - a. Eye contact
 - b. Lean into the discussion
 - c. Open body position and posture
 - d. Non-Verbal affirmations
4. Pay attention you the directee's **Body Language**
 - a. Facial expression
 - b. Posture
 - c. Shifts in body position, tone and language
5. **Hold Judgement**
 - a. Having an open mind is important!
 - b. Indicate an open mind
 - c. Practice Empathy
 - d. Acknowledge Difference
 - e. Be patient – Let the conversation unfold at its own pace!
6. Reflect
 - a. Neutrality is important
 - b. Paraphrase information – *What I am hearing is..... Identify disconnects*
 - c. Paraphrase Emotion – Help you and directee to clarify emotion – *You seem to have doubts about.... Your body language makes me wonder....*
7. Clarify
 - a. Open Ended Questions – *Where do you feel led....* Expands ideas.
 - b. Clarifying Questions – *Let me see if I am clear....* Aids understanding, clears confusion
 - c. Probing Questions – *What might you change in your prayer life?* New ideas, challenge...
8. Summarize
 - a. Brief restatement of session themes... Ongoing through the session
 - b. Neutrality is important
9. Sharing
 - a. Introducing *your* ideas, feelings and suggestions... *Your saying... triggered my thought.....*

Adapted from: Active Listening, The Center for Creative Leadership