

The Listening Shed - *Summary*

There are four **principles** to good listening:

1. Promise **confidentiality**.
2. **Shut up** and look interested.
3. **Silence** is OK.
4. Don't try to **fix** anyone.

There are three **foundations** of good listening:



I. Identify the obstacles in how you listen

- **Filters** – Like/dislike, interest, judging, opinions, reactions, biases
- **Unhelpful habits** - Interrupt, advise, reassure, explain, personal agenda, tell your story, dismiss
- **Avoidance** – I won't know what to do, I have no time, I can't deal with the emotion

II. Create space for the other person to talk

- **Environment** – Provide a safe and calm place for you to meet
- **Attitude** - Accept, care about, believe in, support this person and avoid their drama



III. Ask open questions to help them think and take action, e.g.

- 'What would you like to talk about?'
- 'What happened' (the story)?
- 'How does it make you feel?'
- 'Is there anything you'd like to do?'