

# Thank You for Listening

The Ohio State University  
Ana C. Berríos-Allison, Ph.D., LPC  
614-370-7836 \* [berrios.7@osu.edu](mailto:berrios.7@osu.edu)



# Objectives

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To create self-reflection opportunities as we:

- Define the act of empathetic listening and its foundational qualities for interpersonal skills
- Beware of communication barriers that may get in the way of listening (cross-cultural)
- Appreciate the value of active listening and the role that attending, following, and reflective skills play on it.



# Knowing Boundaries: Informs type of conversations

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- **Personal:** They demand the creation of trusting relationships where people can share their personal life and relationships.
- **Informational:** They are more impersonal and have a specific result in mind. We need information about a specific topic.
- **Meetings:** Broad spectrum, from formal Roberts Rules of Order to casual leaderless groups. Each profession and interest group develops its own internal codes and jargon

May inform how we are listening...



# Listening to others...

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- Creates acceptance, comfort, and openness (people feel valued, respected, appreciated)
- Leads to learning
- Reduces stress and tension
- Minimizes confusion and misunderstanding
- Is crucial for conflict resolution
- Helps make better decisions
- Provides opportunity for speakers to listen to their own message

## Empathic Listener... (Kay Lindahl)

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- **Listens and speaks without judgment:** Purpose is to come to an understanding vs. “that’s good”, “that’s bad”, “I like that” (conversation in your mind)
- **Listens for understanding, not agreement:** If I agree with you, I listen for all the reasons to support you. If I disagree, I listen for all the reasons “you are wrong”
- **Asks clarifying or open-ended questions:** “Help me to understand what you are saying” vs. “Don’t you think that...”

## Empathic Listener... (Kay Lindahl)

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- **Honors silence:** Time for reflection gives time to notice the conversation as a whole rather than just what we said
- **Honors confidentiality:** Creates a safe space for self-expression. Avoid gossiping
- **Avoids Interruptions:** When you are listening to someone and this person stops, wait 3 to 4 seconds before you respond. Person has more to offer...

**BONUS:** the very nature of listening implies that the listener will also be changed in some fashion

# Builds stronger relationships

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# Barriers to Listening

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# Barriers to Listening

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- Thoughts are somewhere else
- Assumptions about what will be said next (filters)
- Emotional response distracts you from listening
- Thinking about what to say next
- Own concerns, stress and anxiety
- Not having enough time
- Use of artificial intelligence and technology?

<https://www.youtube.com/watch?v=ByLiGisgpN0>

# Communication Barriers

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- Negative remarks: “that’s nothing” vs  
“You sound very concerned”
- Accusations: “you should know better” vs  
“help me to understand”
- Assumptions: “I know exactly how you feel” vs  
“Am I missing something”?
- Advice: “you should” vs  
“something that worked for me in the past”

# Communication Barriers

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- Clichés: “Hang in there” vs  
“it sounds concerning”
- Judging: “this is terrible” vs  
“it sounds challenging”
- Defenses: “No” vs  
“I’ll consider what you said”; “that’s an interesting way to think about it”  
“I can see how much this means to you”

# Attending Skills

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# Attending Skills

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- Creates a welcoming environment, physical space
- Pays attention to non-verbal: Open posture (what's the cost then?)
- Maintains eye contact: cultural-sensitive
- Remains relaxed

# Following Skills

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# Following Skills

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- Try “door opening” statements: Tell me more
- Do not interrupt: Do not fill in words or complete sentences
- Encourage the speaker to tell their own message
- Allow time for silence- allows the speakers to reflect and keep on talking (3 or 4 seconds)

# Take a look:

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- At the six letters that spell: L-I-S-T-E-N
- S
- I
- L
- E
- N
- T

Silence is embedded in Listening



# Reflective Skills

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# Reflective Skills

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- Paraphrasing: restate the speaker's message using your own language
- Reflecting feelings: Restate your perception of the emotion
- Clarifying: Attempts to understand- “what I heard was..”
- Focusing: summative reflections



# Let's test your skills...

## Talking to your Doctor or Healthcare Provider

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You can play an active role in your health care by talking with your doctor or health care provider. Clear and honest communication between you and your physician or health care team can help you both make informed choices about your health. It's important to be honest and upfront about your symptoms even if you feel embarrassed or shy. Have an open dialogue with your doctor or health care provider—ask questions to make sure you understand your diagnosis, treatment, and recovery.

### Paraphrase:

You can make informed decisions about your healthcare by communicating with your healthcare providers

### Reflection:

Sounds like you may feel uneasy and/or ashamed of asking questions

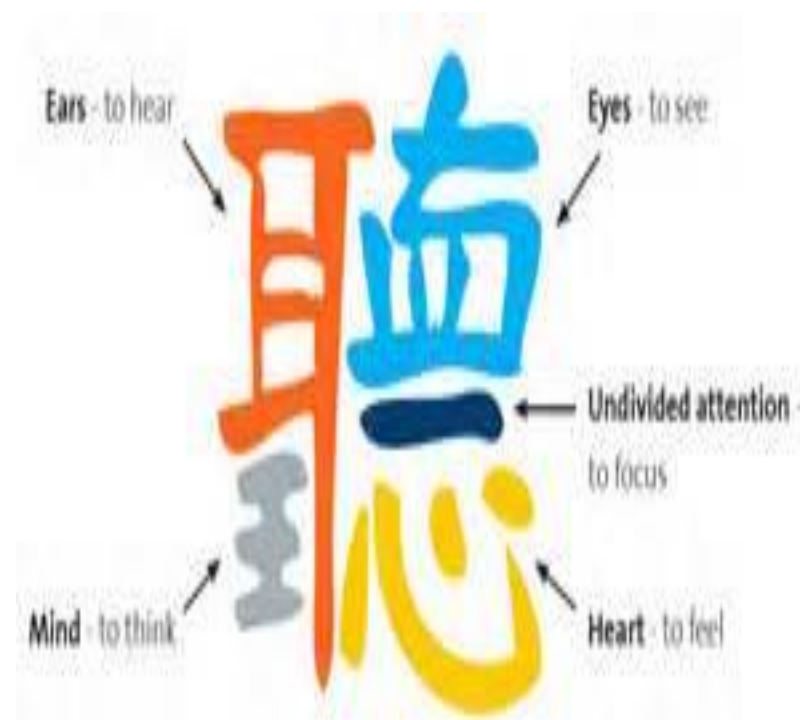
### Clarifying:

What I heard you saying is that we can ask questions and be open and honest when talking to our healthcare team?

# What is Active Listening?

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Listening is more than hearing words; it encompasses our minds, ears, eyes, undivided attention, and heart



It is a skill that can be learned



## Did you know?

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- The more we understand, the less we fear
- The less we fear, the more we risk
- The more we risk, the more we trust
- The more we trust, the more we can be ourselves

Understanding leads to...

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# Cross-Cultural Communication

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UK & USA

- O.K

Japan

- Money

Russia

- Zero

Brazil

- Insult



What do these words share in common?

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- Hear
- Learn
- Tear
- Year
- Fear
- Heart

Let's be "Ear- responsible"



**THANK YOU**  
*for listening!*

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