

Active Listening: Helping People Feel Heard



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Why Is Active Listening Important?

- ▶ Tells the case/contact that you are hearing them
- ▶ Deepens your rapport with them
 - ▶ Creates space for them to tell you more
 - ▶ Encourages them to provide important details
- ▶ Develops a relationship that may be important for future check-ins that you may have with them



- ▶ What they are saying
- ▶ What they are feeling
- ▶ Silence for them to open up

Active Listening: Helping People Feel Heard or Validated

- ▶ **Paraphrasing**—repeating what was just said to you but using your own words
 - ▶ “*What I’m hearing is ...*”
 - ▶ “*It sounds like ...*”
 - ▶ “*You said ...*”
- ▶ **Reflecting**—putting words to the emotions being expressed to you
- ▶ **Silence**—being totally quiet (or offering small words like “*uh-huh*”) so the other person can finish talking or work out a thought



Active Listening

▶ **Paraphrasing:**

- ▶ Contact: *"I walked on the beach, but it was empty that morning. No one in sight."*
- ▶ Contact tracer: *"What I'm hearing is that you didn't come across anyone on your walk."*

▶ **Reflecting**

- ▶ Contact: *"I'm tired, and this whole interview is too much. You're asking me too many questions."*
- ▶ Contact tracer: *"I hear you. This interview feels overwhelming and is exhausting you."*



Example: Failing to Actively Listen

Drew: *We've reviewed what isolation means and have made a plan for how you will protect yourself, your friends, and your family.*

Larry: *Right, thanks for that. And just to say that ... [falters] this has been really hard for me. I usually take care of my mother, and I haven't been able to see her ...*

Drew: *[Interrupting] Yeah, I know what you mean—sorry. I can't help you with that. Well, if there isn't anything else, thank you for your time. Chat with you again tomorrow and stay safe.*

Video: *Failing to
Actively Listen*

Review: Failing to Actively Listen

Drew: *We've reviewed what isolation means and have made a plan for how you will protect yourself, your friends, and your family.*

Larry: *Right, thanks for that. And just to say that ... [falters] this has been really hard for me. I usually take care of my mother, and I haven't been able to see her ...*

Drew: *[Interrupting] Yeah, I know what you mean—sorry. I can't help you with that. Well, if there isn't anything else, thank you for your time. Chat with you again tomorrow and stay safe.*

Larry is directly stating that the isolation has been hard for him. He implies that he feels sad.

The interviewer ignores it, but he should have reflected the emotion back to Larry to show him that he is heard.

Example: Correctly Using Active Listening

Amy: *We've reviewed what isolation means and have made a plan for how you will protect yourself, your friends, and your family.*

Larry: *Right, thanks for that. And just to say that ... [falters] this has been really hard for me. I usually take care of my mother, and I haven't been able to see her.*

Amy: *It sounds like you are missing your mother and are having a hard time.*

Larry: *Yeah. [Sighs and pauses while Amy is silent. Sighs deeply ...] Well, thank you for talking with me. It was really nice.*

Amy: *Thank you, Larry. Before I go, do you have any questions for me?*

Larry: *No [pause] I think I'm good for now.*

Amy: *Ok, well I'll be back in touch soon to see if your fever has improved. I'm crossing my fingers for you. Chat soon.*

*Video: Correctly
Using Active
Listening*

Review: Correctly Using Active Listening

Amy: <i>We've reviewed what isolation means and have made a plan for how you will protect yourself, your friends, and your family.</i>	
Larry: <i>Right, thanks for that. And just to say that ... [falters] this has been really hard for me. I usually take care of my mother, and I haven't been able to see her.</i>	
Amy: <i>It sounds like you are missing your mother and are having a hard time.</i>	Amy uses her own words to describe what Larry has just said AND felt to ensure he feels heard.
Larry: <i>Yeah. [Sighs and pauses while Amy is silent. Sighs deeply ...] Well, thank you for talking with me. It was really nice.</i>	Amy uses silence to let Larry sort out his thoughts and feelings.
Amy: <i>Thank you, Larry. Before I go, do you have any questions for me?</i>	Amy uses Larry's name to create familiarity.
Larry: <i>No [pause] I think I'm good for now.</i>	
Amy: <i>Ok, well I'll be back in touch soon to see if your fever has improved. I'm crossing my fingers for you. Chat soon.</i>	Amy tailors the ending of the call to Larry and what they've talked about. Amy continues to be friendly and personable.