



Soft Skills for Technical Teams

The Active Listening Super Power

Active
Listening

The Emotional
Flywheel

What is Good
Listening?

Listening
Practices

Where to
go next

Active Listening

Workshop Notes

Section 01

Active Listening

Exercise 01

Thought Experiment

**“Think about the last time you felt truly listened to...
how did it feel?”**

A Collaboration Super Power

We start with a simple thought experiment:

"Think about the last time you felt truly listened to... how did it feel?"

If you can, hold that memory close while we dispel the idea that 'it's just listening'...

The benefits of being listened to include:

Be heard and understood

Get feelings and fears on the table

Discover your strengths

Be honest; share with support

Gain a wider perspective; see the wood from the trees

Understand rather than blame

Appreciate you are resourceful

Make your own choices

Receive empathy; Connect.



Section 02

What is Good Listening?

Exercise 02

Brainstorm

The difference between Sympathy and Empathy?

Empathy and Compassion

Listening is a skill...

...that begins with Curiosity...

...becomes Empathy...

...and fosters Compassion.



You are *not* the expert

Offer unconditional positive regard

Establish congruence

Build an empathic understanding

Empathy is not Sympathy

Compassion compels you to invest in listening, being non-judgemental, appreciating there is no right or wrong, and being aware of your single bias...



When someone is deep in a hole, spun up with anxiety and distress...

... sympathy is looking down the hole at them and saying you're sorry they're down there...

...empathy is climbing down the hole, seeing the hole from *their* perspective, understanding their world...

...compassion is taking the action to offer them any help *they* think they might want.

Section 03

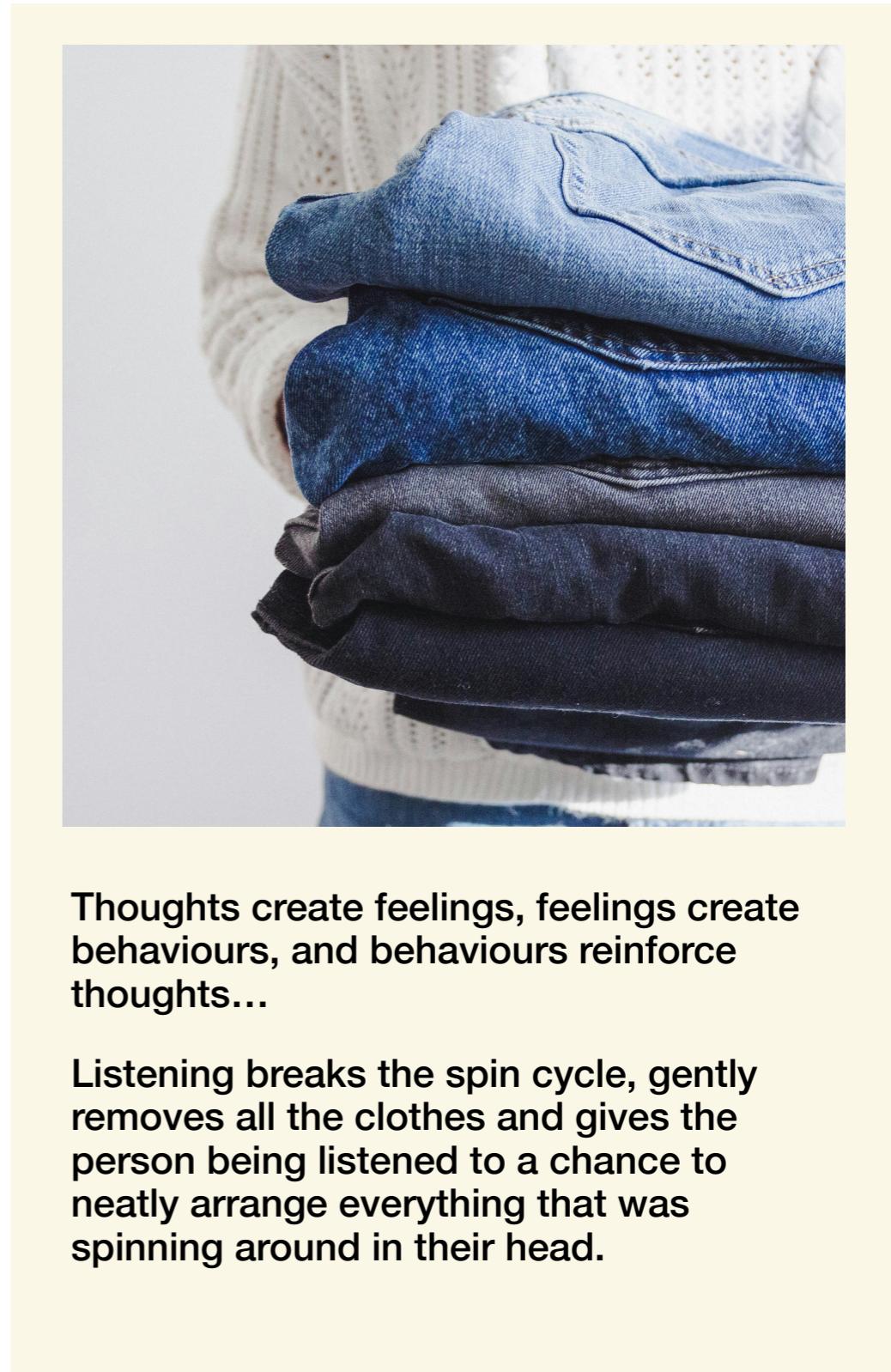
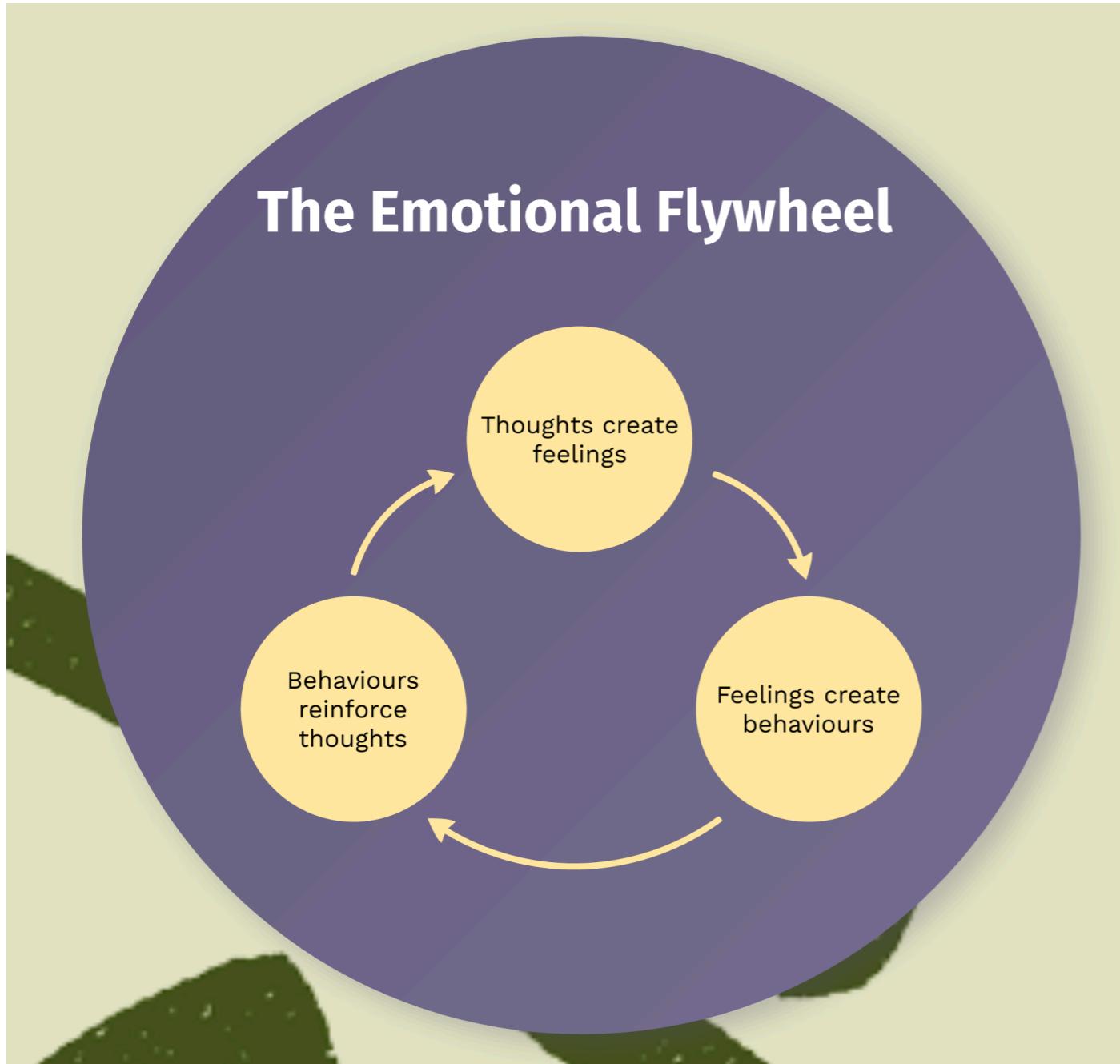
The Emotional Flywheel

Exercise 03

Discussion

What causes emotions?

Breaking the emotional spin-cycle...



Thoughts create feelings, feelings create behaviours, and behaviours reinforce thoughts...

Listening breaks the spin cycle, gently removes all the clothes and gives the person being listened to a chance to neatly arrange everything that was spinning around in their head.

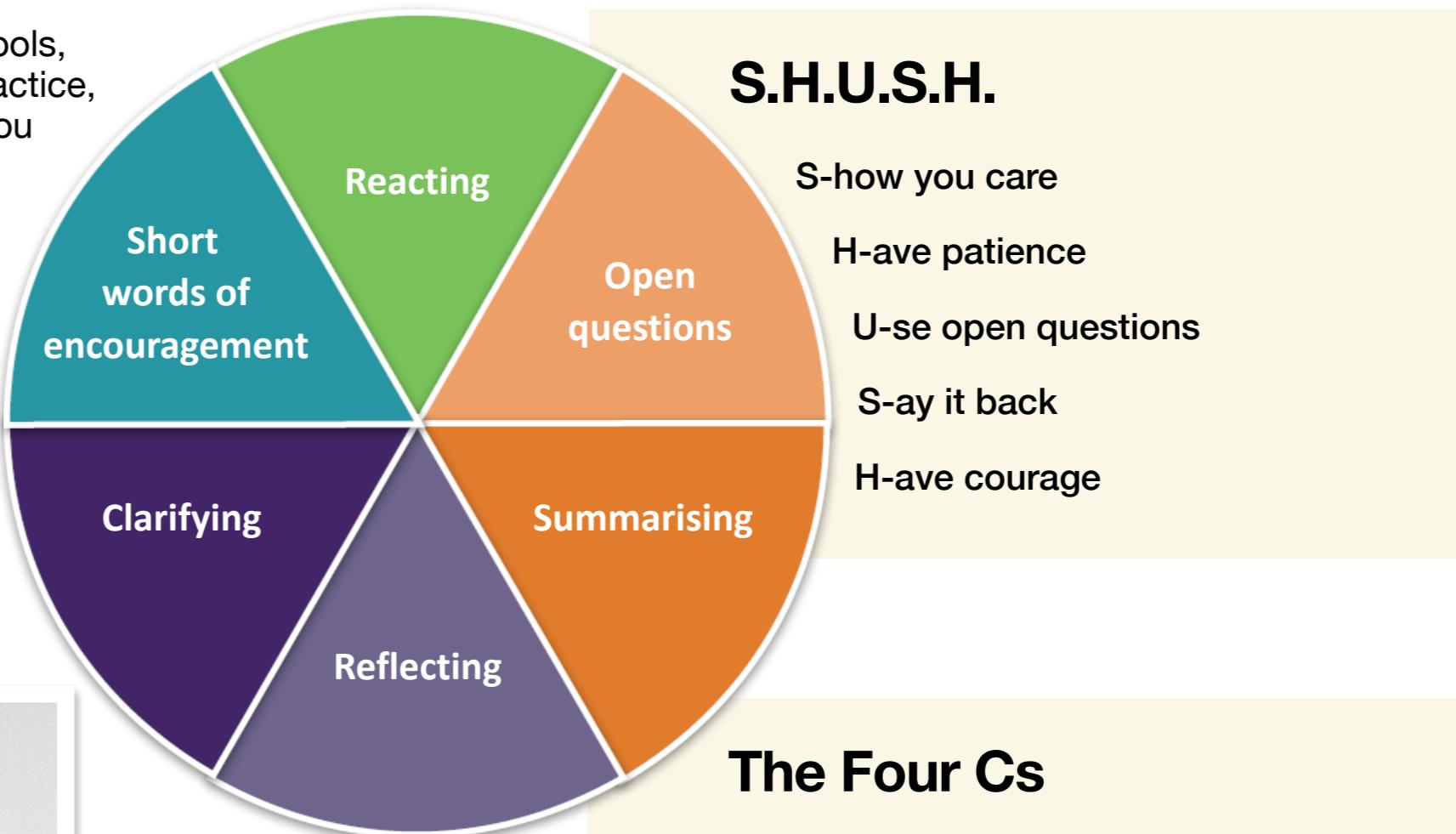
Section 04

Listening Practices

Build your own Listening Toolkit

There's no definitive set of listening tools that are perfect for any situation. There's also no perfect way to listen.

You get to collect together your own tools, techniques, tone through your own practice, but here are a few techniques to get you started...



The Four Cs

Be curious...
...compassionate...
...courageous...
...and confidential.

Exercise 04

Reflective Practice

**Build your own reflective listening log
(respecting confidentiality!)**

Section 05

Where to go next?

Books, Links, Papers and more...

This workshop is just the beginning. Listening is a skill and, like any skill, it requires practice that might go way beyond what we've covered in this first short workshop.

The following resources can help you explore how to develop your own listening practice.

Person-centred Therapy

- [The Life and Legacy of Carl Rogers](#)

Papers & Articles

- ["Towards Parsimony in Bias Research: A Proposed Common Framework of Belief-Consistent Information Processing for a Set of Biases"](#), Aileen Oeberst and Roland Imhoff
- ["The Science of Listening"](#), Korn Ferry
- ["Top down predictions in the cognitive brain"](#), Kestutis Kveraga, Avniel S. Ghuman, and Moshe Bar
- ["Benefits of Active Listening"](#), In Professional Development

Books

- "Listen: How to Find the Words for Tender Conversations", Kathryn Mannix
- "How to Listen: Tools for opening up conversations when it matters most", Katie Columbus
- "Non-Violent Communication: A Language of Life", Marshall B. Rosenberg
- "Rapport: The Four Ways to Read People and Talk to Anyone in Any Situation", Emily Alison and Laurence Alison

Online Resources

- [Soft Skills for Technical Teams](#) repository contains questions and answers, more learning references, and links to other workshops in this free series.

**Consider your own Listening practice group.
Take the message to your own org!**

Any why not consider volunteering ;) ...

Samaritans

Samaritans' service at a glance

Every
10 seconds

Samaritans answer
a **call for help***

Samaritans has
more than
200
branches
and locations

There are around
23,000
Samaritans volunteers



It is **free to call us on**
116 123

People who use Samaritans'
helpline report **a significant
reduction in distress****

We are open
24 hours
a day **365** days
a year

Our volunteers spend almost
1 million
hours a year responding
to calls for help

Volunteers and Confidentiality.

As volunteers, we're
ordinary people

We give our time freely

We aren't professionals and don't
provide counselling

We have over 200
branches and locations run
by volunteers

We don't judge, take sides, express
our own views and opinions, try
and solve someone else's
problems, talk about ourselves...

We listen.

SAMARITANS

Eastbourne & District

Images

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- The Listening Wheel, samaritans.org

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