Listen CAREfully! Understanding How Listening Supports Dispute Resolution

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"...and that is why we lift on three..."
Activity

Describe your “ideal” collaborative team member:

• Step 1. On the handout provided, write a list of the characteristics of an ideal collaborative team member. Think of the characteristics of people you thought were great to work with. What characteristics did they have that caused you to think so highly of them?

• Step 2. List 2-3 personal strengths and areas for individual improvement.

• Step 3. Turn to a neighbor and share the characteristics you identified.
Listening

The quieter you become, the more you can hear.
Draw A Bug Activity
Components of Effective Listening

Focus on the other person
• Effective listening occurs when a listener hears and understands a speaker’s essential thoughts and feelings.

Listen with care and empathy
• Try to understand the other person’s perspective and put yourself in his/her shoes.

Demonstrate understanding
• Tell the other person what you heard and get confirmation that you “got it.”
Active Listening

- Get the Story
- Listen for Emotions
- Value Silence
- Probe/Clarify Meaning
- Summarize
Active Listening Skills

Find a partner. Choose one of the active listening skills. Discuss the following questions:

1) Come up with 1-2 challenging real-life situations where this skill was (or would have been) useful (keep confidentiality). How did you/would you apply it?

2) What advice or experience do you have about using this skill? (DOs and DON’Ts)
Active Listening - Summarizing

- **Clarify**
  - Often in the form of a question
  - To make clear
  - A request to ensure that the listener understands the information shared by the speaker

- **Reflect (Mirroring)**
  - A statement or question which restates both the feelings and words of the speaker
  - Includes content, feeling and meaning

- **Paraphrase**
  - A statement which expresses meaning using different words
  - Used to achieve deeper level of clarity
  
  Rephrase
Additional Listening Tips

• Be sure you can hear the speaker
• Overall, attempt to listen 75% of time – speak 25% of time.
• Adopt a culturally compatible physical posture to show you are interested.
• Do not think about what to say while you are also trying to listen to the speaker.
• Notice the other’s speaking style.
• Listen for the central ideas, not for all the facts. Let the speaker finish each major point that he/she wants to make.
Communication Blockers

- Interrupting
- Sarcasm
- Accusing/blaming
- Insulting/name-calling
- Globalizing
- Threatening/ordering/giving ultimatums
- Diagnosing
- Pat reassurances
- Judging
- Changing the subject
Putting It Into Practice

Break into groups of 3 (4 is fine, if necessary):

1. Each person in the group should think of something they can speak about for 3 minutes (vacation, pet, family experience, favorite holiday, etc.)
2. Decide who will be A, B, C (and D if applicable)
3. A=speaker, B=listens for facts, C=listens for feelings, D=observer
4. A speaks for 3 minutes. The only person who can speak is A.
5. B speaks for two minutes sharing the facts.
6. C speaks for two minutes sharing the feelings.
Three Habits of a Great Listener

- Diplomacy
- Empathy
- Curiosity
Diplomacy

“Remember not only to say the right thing in the right place, but far more difficult still, to leave unsaid the wrong thing at the tempting moment.”

-Benjamin Franklin
Diplomacy

• Be supportive, understanding, and encouraging.
• Provide a climate of safety.
• Look for underlying feelings.
• Respect feelings and thoughts at all times.
• Encourage clarification of thoughts.
• Use the softest possible touch and the least necessary force.
• Remember that truth without kindness can have very sharp edges.

di·plom·a·cy

noun

the art of dealing with people in a sensitive and effective way

Nicholas Martin A Guide to Collaboration for IEP Teams
Strategies for Effective Speaking

• Explain your reasons. Give examples.
• Restate the original idea to ensure you have it.
• Use “I” statements.
• Respond, do not react – keep emotions in check.
• Experiment with “Yes, and…”
• Do not interrupt.
• Critique the idea, not the person.
• Be courteous.
• Avoid jargon.
“The opposite of anger is not calmness; it’s empathy.”

-Mehmet Oz
Tips for Empathic Listening

• Provide the speaker with your undivided attention. Be non-judgmental.
• Don’t minimize or trivialize the speaker’s issue.
• Read the speaker. Observe the emotions behind the words. Respond to the emotion as well as the words.
• Be Quiet. Don’t feel you must have an immediate reply.
• Assure your understanding. Ask clarifying questions and restate what you perceive the speaker to be saying.
Use Questions...

To assist you/the team in understanding another point of view.

To clarify something that is not understood.

To elicit more information or to uncover their interests.
What Is A Powerful Question?

A powerful question:
• Generates curiosity and invites creativity
• Focuses inquiry and stimulates reflective conversation
• Is thought provoking and surfaces underlying interests
• Touches a deeper meaning and stays with participants
What Questions...

“What do you want to have happen?”
“What do you hope to accomplish?”
“What concerns do you have?”
“What problem are we trying to solve?”
“What will it take for us to work together?”
“What would need to happen for you to feel satisfied?”
“What is the best-case scenario for you?”

CAUTION: “What” questions can be more powerful than “Why” questions. Why questions may elicit a defensive response...
Using Questions for Different Purposes

- Show interest
- Inquire further
- Clarify
- Uncover interests
Show Interest

“Can you tell me more about...?”
“Anything else...?”
“How do you see that?”
“What would you like to see happen?”
“What would be your ideal outcome?”
Inquire Further

“What else is important about that?”
“Could you be specific?”
“What needs to be different?”
“What is the most important component of this for you?”
“How does this tie into the current situation?”
“In what ways is that important?”
“Could any of these ideas be combined?”
“How might this look different for you?”
“When did this happen?”
“What ideas seem most workable to you?”
Clarify

“Do you mean…?”
“Are you referring to…?”
“Are you saying that…?”
“It seems as though...”
“Can you tell me a little more so I can make certain I understand?”
“Can you state that in a different way?”
“Can you reframe that in different words for us?”
“How does what you are saying relate to the issue we are discussing?”
“Can you give us an example?”
Uncover Interests

“What will it achieve for you if we...?”
“As I understand your interests, they are...”
“Have I misunderstood your interest? What am I missing?”
“What are your key concerns?”
“Could you walk me through this step-by-step?”
Positions and Interests
Positions and Interests

Identifying positions and interests helps us understand not only what people want but also what they need, desire, and fear. To identify interests (needs, desires, fears) you have to “go below the surface.”
Positions and Interests

Positions/Wants 20%

Interest/Needs 80%
Positions and Interests

1:1 Para 20%

Academic Success

Opportunities to be with peers

Safety
Positions and Interests Activity

Positions

Interests
Basic Human Interests

Though we are all different in many ways, we share some fundamental human interests...

Maslow’s Hierarchy of Needs:

- Survival
- Safety
- Belonging
- Self-esteem
- Self-actualization
Rational Detachment
Understanding Emotions

Emotions
• Be aware of your emotions and triggers
  • Name your emotions
  • Look at your natural reactions

Responding to Emotions
• Recognize and understand emotions
• Expect people to be emotional while being respectful
• Accept emotions for what they are: a reaction to a feeling
• Know your boundaries and the boundaries of others
• Accept that venting can be productive
• Understanding the story behind the emotion can be helpful
“DON’T TAKE THIS PERSONALLY, BUT....”

- Things you take personally
- Things you take incredibly personally
Rational Detachment

According to the Crisis Prevention Institute (CPI), rational detachment refers to:

“The ability to stay calm, in control, and professional, even in a crisis moment. It means not taking things personally, even button-pushing comments that attack your appearance, race, gender, or competence.”
Rational Detachment

To diffuse difficult situations when they occur, follow these Rational Detachment techniques:

• **Strategic Visualization**
  Have a plan. Visualize the type of situation that might be difficult or challenging for you to respond to, and practice how to react.

• **The “Team Approach”**
  Have another member of your team available for support.

• **Positive Self-Talk**
  Remind yourself that you are rarely the cause of the actual behavior.
Rational Detachment

• Find positive outlets for:
  • Prevention
  • Intervention
  • Postvention
Time to Reflect

1. Write down one idea, strategy, or lingering thought that you want to carry away from this presentation.

2. Break into groups of three and decide who will be A, B, and C.

3. “A” takes 30 seconds to share his one idea, strategy, or lingering thought. “B” then takes 30 seconds to restate what was heard and adds to that idea. “C” then takes 30 seconds to restate what “A” and “B” said and adds to those ideas.

4. Start over with “B” being the lead speaker and sharing his one idea, strategy, or lingering thought. “C” restates then adds. “A” then restates and adds.

5. Start over with “C” being the lead speaker and sharing. “A” then restates and adds. “B” then restates and adds.
Additional Questions?