

The Ministry of Loving, Listening, and Praying

Session 3: Listening, Part 2

Rockford Reformed Church, Rockford, MI

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1. The importance of practicing empathy, acceptance, warmth, and genuineness.

Questions / reflections

2. What does Listening look like?

A. We understand this unconsciously at a very sophisticated level.

B. SOLAR TEA – acrostic

1. Sensitive Space
Physical positioning
2. Open
Inviting, attentive
3. Lean forward
Posture
4. Appropriate Eye Contact
Facial expressions
5. Relaxed
Peaceful presence, but mirror emotions
6. Touch
To hug, or not to hug
7. Environment
Single vs. group, privacy, comfort
8. Accommodating Attitude
Respect culture, language, values, expectations

3. What does Listening sound like?

A. Who is talking?

B. OARS

1. Open-ended Questions
 - a) Open vs. Closed
2. Affirmations
 - a) Appreciation – “I appreciate...” “Thanks for...”
 - b) Understanding – “If I were in your position, I might have a hard time dealing with that amount of stress...”
 - c) Support – “I think you’ve made a great decision.”
3. Reflective Listening
 - a) Simple Reflection (the iceberg)
 - 1) Repetition – Repeats key word or phrase
 - 2) Restating – Substituting new words
 - 3) Rephrasing – Making a guess at hidden meaning
 - b) Complex Reflection – Content and the emotion
 - c) Double-Sided Reflection – Restates mixed or contradictory feelings of ambivalence
4. Summaries
 - a) Link together and reinforce material that has been discussed
 - b) Bouquet of flowers