

Active listening Animation



Transcript

VO: So, let's talk about listening.

Character: That's easy.

VO: We all think we're good listeners.

But have you ever:

Thought of something else while another person is talking.

Looked at your phone while someone else was speaking.

Or fidgeted and slouched when listening to your friend.

Character: Oh dear I have!

VO: Well sadly we all have.

Character: Phew! Well, if everyone does it then it can't be that big a deal.

Vo: Actually, it is. When we don't listen, we are saying,
'Eh what you are saying isn't important.'

Character: Oh dear... SO what should I do?

VO: Be present and focus when your friend is talking. We call this *Active Listening*.

Character: That sounds hard.

VO: The more you do it the better you become.

A great way to practice Active Listening is to STOP.

Character: Like at the stop street.

VO: Not that kind of stop. It stands for: STOP, BREATH, LISTEN, RESPOND

So, first you **STOP** what you're doing?

And yes you guessed it. Then you **Breathe**.

Now you are ready to: Listen, so...

Character: I think....

VO: Without interrupting.

VO: We don't just listen with our ears we listen with our whole body.

Character: Huh?

Character: My body talks?

VO: You bet! Look at Jim over here.

VO: What do you think his body is communicating to his friend?

Character: He is bored for sure. So how can I not be like Jim?

VO: Make sure your eyes are looking at the person talking.

Your feet are quiet on the floor.

Your mouth is quiet.

(Not talking humming or making sounds)

Your hands are still.

Character: What's next?

Vo: Now you are ready

To respond in a kind and patient way

finding out more about the situation. Don't try to solve everything.

Character: If I can't solve the problem what can I say?

VO: Say something to encouraging like: *Tell me more.*

How did that make you feel? or What can I do to help?

Character:

To be an Active Listener I need to:

Stop, Breathe, Listen, and only then Respond

VO: A+

Character: Crushed it!