



**The Lay Pastor Society  
LISTENING SKILLS (2)**

**Listening responses which facilitate problem solving:**

**1. Door Openers**

"Would you like to talk about it?"

"Can I be of any help with this problem?"

"I've got time if you have. Would you like to talk?"

**2. Passive Listening**

**3. Acknowledgement Responses**

"I See"

"Really"

"I Understand"

**4. Active Listening**

The above only show the listener's intent to understand. Active listening gives proof that the listener has indeed understood. Active listening is certainly not complex. Listeners need only restate, in their own language, their impression of the expression of the sender. It's a check; Is my impression acceptable to the sender? Frequent and continuous feedback of the results of the receiver's decoding is what active listening is all about.

Conclusive evidence indicates that at least two ingredients are necessary in any relationship of one person fostering growth and health in another – Empathy and Acceptance.

Empathy is the capacity to put oneself in the shoes of others and understand their personal world of meaning.



Acceptance is feeling good about what a person is doing.

Active listening performs another very important function in problem solving – it helps keep the responsibility for problem solving with the person who has the problem.

**Roadblocks, which inhibit or slow down problem solving:**

(These typically communicate the listener's desire or intent to change the other person – to direct his or her behavior or influence her or him to behave differently. These communicate a sense of unacceptance.)

A. Ordering, Directing, Commanding –  
You do this! Go Apologize!

B. Warning, Admonishing, Threatening –  
I warn you. You better not try that.

C. Moralizing, Preaching, Imploring –  
You ought to try this. I wish you would.

D. Advising, Suggesting Solutions –  
It would be best if you. Let me suggest.

E. Judging, Criticizing, Blaming –  
You are out of line. That is a stupid idea.

F. Persuading, Lecturing, Arguing –  
Experience shows. Let me give you the facts.

G. Praising, Battering-Up, Agreeing –  
You have so much potential. You are intelligent.



H. Name Calling, Ridiculing –

You're a sloppy worker. You really messed this one up.

I. Interpreting, Analyzing, Diagnosing –

You're really jealous. What you need is.

J. Reassuring, Consoling, Supporting –

Things will get better. Don't worry.

K. Probing, Interrogating –

Have you consulted anyone? Why did you do that?

L. Distracting, Diverting, Kidding –

Let's have lunch. You think you have problems.

***Leadership Effectiveness Training - Thomas Gordon***