



The Lay Pastor Society
LISTENING SKILLS

Listening Skills - Avoid Moralizing, Criticizing, Judging, Sympathizing, Rescuing

Empathy - Being a good listener

- Listening with full attention.
- Seeking to understand, especially the feelings.
- Letting the person know you are trying to understand by giving reflective feedback, especially about the feelings.
- Try to achieve more accurate empathy by listening to make sure you got it right. You don't have to be perfect, just show you are trying.

Respect - Unconditional Positive Regard

- Appreciate other person's worth.
- Appreciate other person's right to choose - Free will.
- Appreciate other person's ability to deal with his or her own problems - Don't try to be a rescuer.

Genuineness - Being open to helping and being real

- Not playing a role but fulfilling one.
- Relating in a sincere way
- You don't have to share everything you feel and think. Be sensitive to the effects of openness in helping.

Role Play

Take turns in pairs being an active listener. First one person is the listener and the other shares for two minutes, then share with the listener how they did. Then switch roles.



Possible Phone Situations:

1. I never heard of this, what is a Lay Pastor?
2. Thanks for calling. I really feel alone since.
3. Why are you calling me, I already go to church and donate?
4. I really don't need someone to call. I'm fine.
5. Yea, my teens are driving me crazy!
6. I'm really upset with the priest because
7. Can you find out for me how to sign-up for the baptism, my niece is 6 months old?
8. My plumbing is busted, and I just don't have time to talk.
9. You've been calling for a year now and I really feel like friends. I haven't told you before but I stopped going to confession because...

What would you share if someone called you today?