

# Active Listening

*Dr. Stevie Pena, LMHC, CAP*

# What we learn

## TODAY

*Real-world tools to help you better help others*

- 1. How do I benefit from listening?*
- 2. What will the impact be?*
- 3. Five tools for engagement*



# Active Listening

*A technique of careful observations with  
feedback*  
*-Wikipedia*



# How to listen

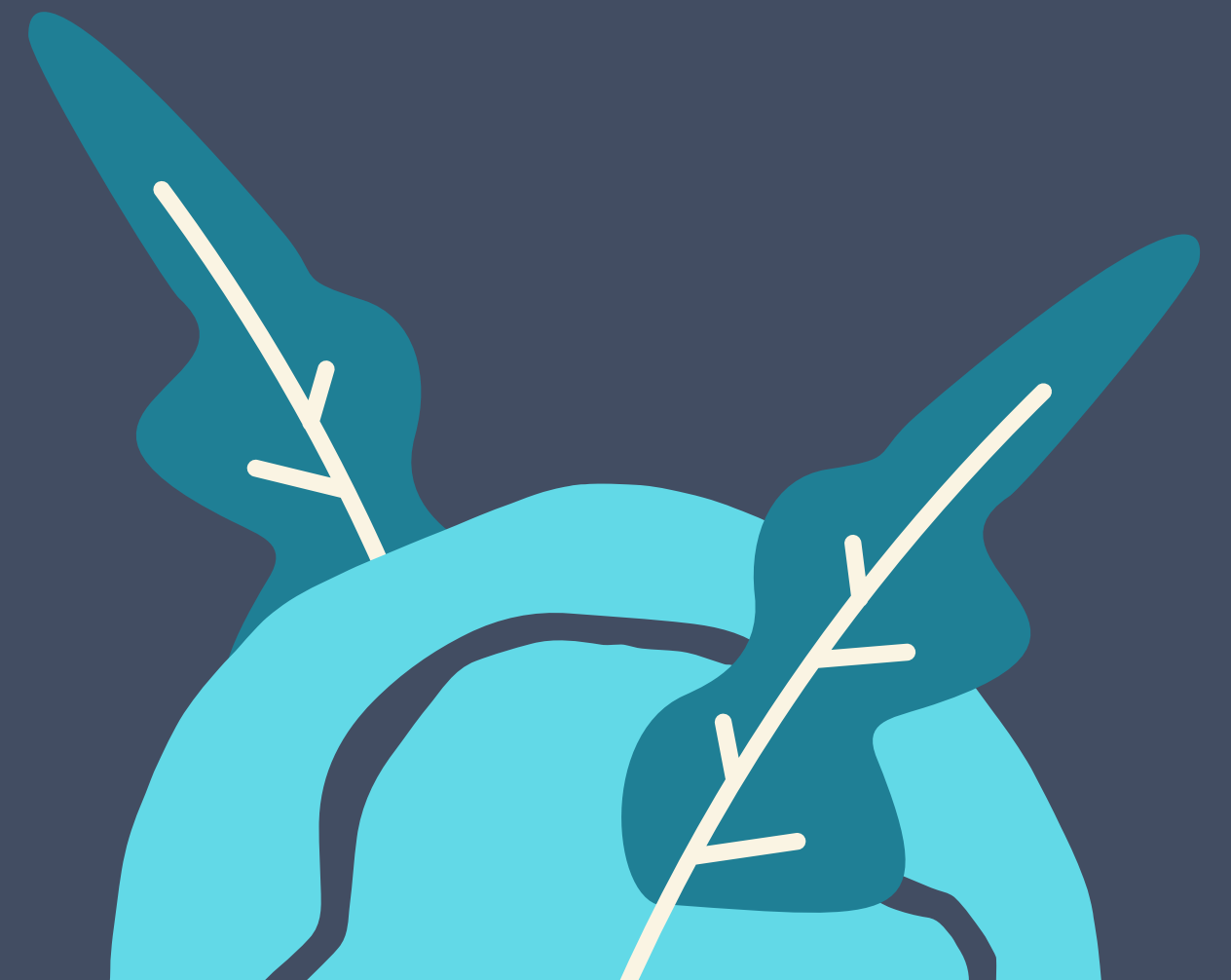
*We have two ears and one  
mouth*

*Fully concentrate and  
understand the speaker*

*It's not about you*

+  
★  
Good for you

+  
★  
Good for others

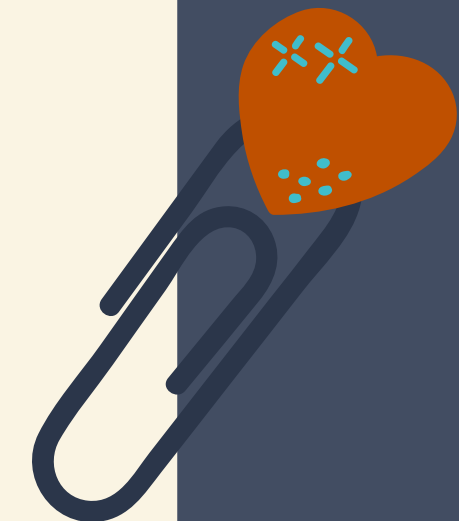
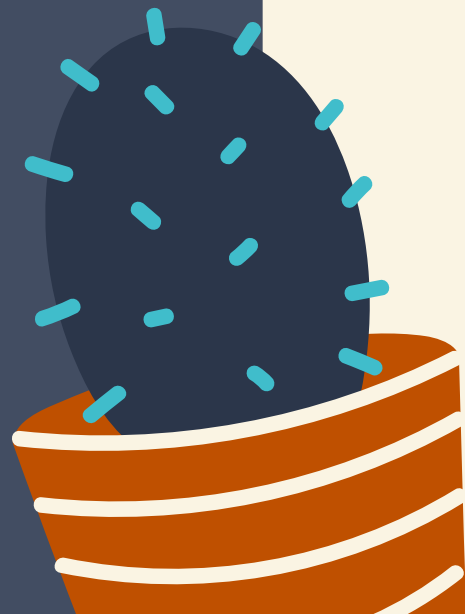


# Reflect

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## TO DO

1. Hear the words, and reflect
2. "Can you tell me more about that?"
3. "So, what I hear you saying is..."
4. "Is there more?"





# Then what?

1. "Wow, what are your options?"
  2. "What has worked before?"
  3. "It sounds like you want to..."
  4. "I hear what you are saying, and that's tough"
  5. "What do you want to do?"
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# Unhealthy

V s

# Healthy

- *This shows he/she is "that" kind of person*
- *I am responsible for his/her feelings*
- *I know what he/she wants me to say*

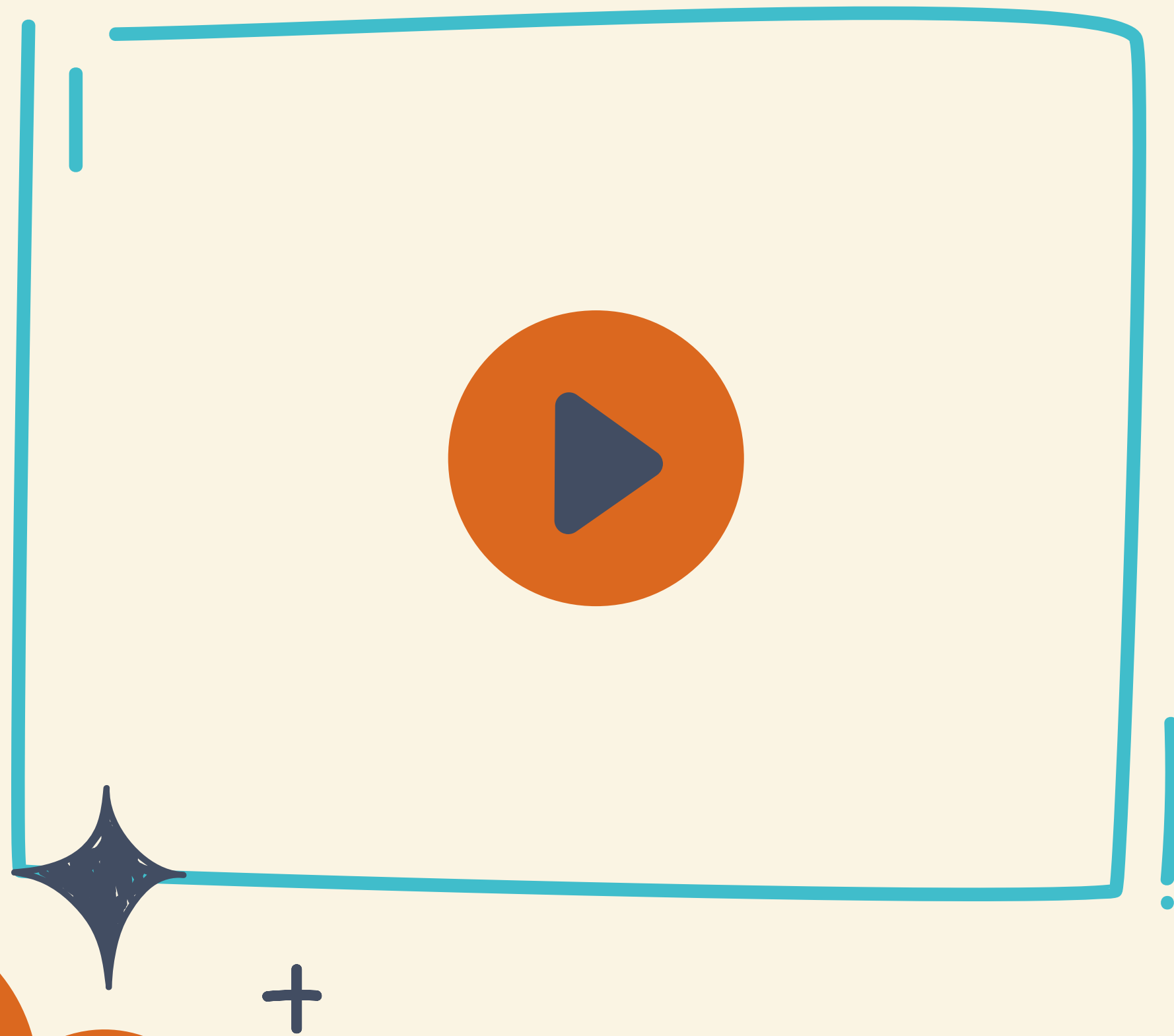
- *People make decisions based on good information/reasons*
- *I am responsible to provide the most accurate information*
- *Hmm...I am curious*



# How you benefit

*Active listening takes you out of our emotional sensitivity and brings you into problem solving mode. You become the outsider, looking in on the story. The ultimate observer*





# Watch What They Do!

*The power of active listening*

# Today's Lesson Summary

*Summary 1 - Community helpers are dedicated people in helping the community*

*Summary 2 - There are many community helpers that can be found around us*



# Thank You, Kids!

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fun lessons, check it out here*

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