

Caring For Others:

Sympathetic listening

The different levels of listening according to their impact in a caring approach.

Downloading

-  • I listen distractedly because I feel I already know what the person is going to say.
- I end the conversation without having taken or retained anything.

Factual listening

-  • My attention is focused on facts that are new or unknown to me.
-  • I come away from the conversation with new insights or knowledge about the person's situation.
- This kind of listening is mainly intellectual and doesn't allow me to understand what the person is going through.

Empathetic listening

-  • I begin to connect with the person.
-  • I engage in dialogue and try to understand the situation from her point of view, by taking an interest in how she feels. Listening is more in-depth.
- It's all about having an open heart.

Generative listening

-  • I manage to let go of my intentions, beliefs, and expectations.
-  • I focus on what emerges from the conversation, on the other person's potential and their ability to improve their situation.
- In an optimistic way, I see the best possible future for the other person and focus on helping them.

8 tips for good listening

1. Listen while calming your inner monologue.
2. Listen without interrupting.
3. Pay attention to the messages and words used.
4. Reformulate.
5. Read non-verbal communication.
6. Reflect.
7. Value differences.
8. Create optimal conditions.

To remember

As a linkworker, a successful conversation is one where:

- I avoided simple “downloading” and instead used the other levels of listening, emphasizing empathic listening, which involves trying to understand the person’s point of view and how they feel.
- I focused my attention on what the other person was expressing, verbally, and non-verbally, without trying to respond or find a solution while they are speaking, and without interrupting them.
- I took the time to rephrase their words and reflect back to them what I understood of their feelings.

The Art of Questioning

Types of questions

Closed

- + Useful for describing a situation.
- + Fast and efficient in simple situations.
- Ineffective at understanding the other person’s point of view.
- Encourage responsiveness.

Open

- + Useful for soliciting opinions, impressions, emotions, or explanations.
- ! Caution: the open question must be used with empathy.

Powerful

- + Enables people to find their own solutions.
- + useful for introducing existing help resources, if needed.
- ! Warning: use with caution, delicacy, and only when appropriate.

Questions to avoid

1. Putting the other on the defensive.
2. Oriented, indicating an expected or preconceived response.
3. Forcing people to choose.
4. Multiple questions without a moment's silence.

Why should you avoid questions that start with WHY?

- They appeal to people's personal and sometimes unconscious motivations.
- Are often perceived as a form of accusation or reproach.

Any Questions?

To comment or ask a question, please write to: eclaireurs.eclaireuses.cnmtl@ssss.gouv.qc.ca

Visit our website: <https://www.ciusssnordmtl.ca/eclaireurs>

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