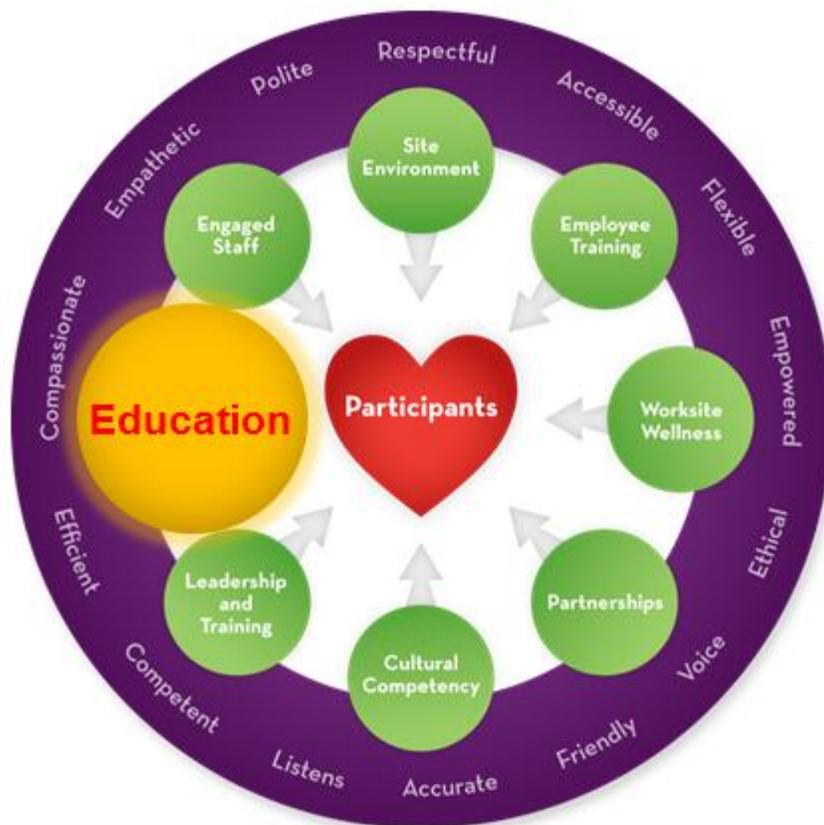


Listening

Participant Centered Education

Trainee Workbook



Activity 1

Characteristics of a good listener

- Presence — provides undivided attention
- Eyes, ears, and heart—uses all of her/his senses
- Acceptance & non-judgment
- Curiosity
- Delight
- No interruptions
- Encouragers (e.g., mm-hmm, I see, go on, oh, really, right, no way, what else, wow, tell me more)
- Silence



Activity 3

Listening Quotes

The first duty of love is to listen.

- Paul Tillich

You cannot truly listen to anyone and do anything else at the same time.

- M. Scott Peck

It is the province of knowledge to speak, and it is the privilege of wisdom to listen.

- Oliver Wendell Homes

Courage is what it takes to stand up and speak; courage is also what it takes to sit down and listen.

- Winston Churchill

The most basic of all human needs is the need to understand and be understood. The best way to understand people is to listen to them.

- Ralph Nichols

Many a man would rather you heard his story than granted his request.

- Phillip Stanhope Earl of Chesterfield

If speaking is silver, then listening is gold.

- Turkish Proverb

Listening is a magnetic and strange thing, a creative force. The friends who listen to us are the ones we move toward. When we are listened to, it creates us, makes us unfold and expand.

- Brenda Ueland

The greatest gift you can give another is the purity of your attention.

- Richard Moss

Activity 4

What gets in the way of listening?

Things that make it hard to listen to participants	Possible solutions

Activity 5

What is one thing I can do to be a better listener?