



CODE BLUE

TRAINING FOR LOCAL LEADERS

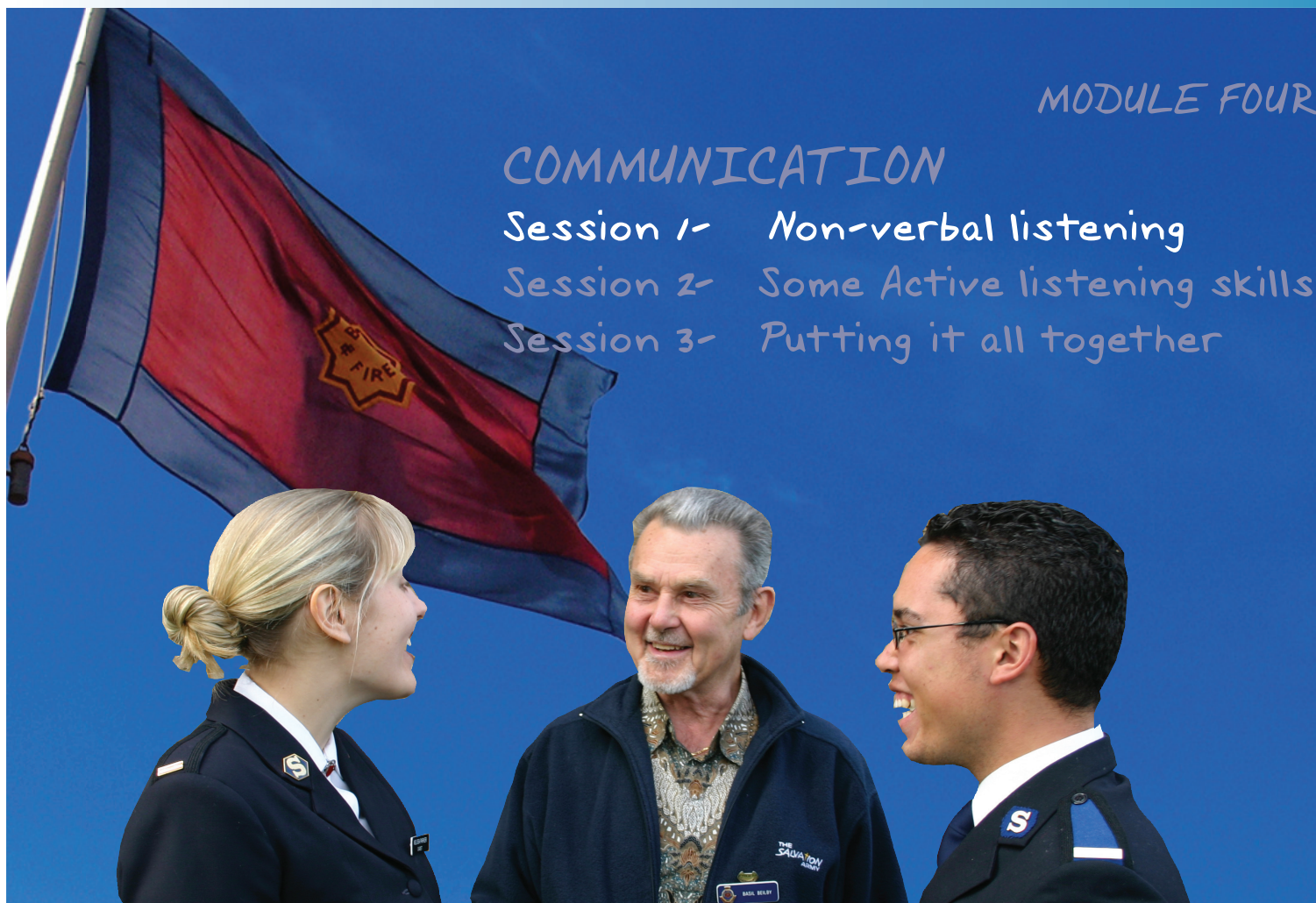
MODULE FOUR

COMMUNICATION

Session 1- Non-verbal listening

Session 2- Some Active listening skills

Session 3- Putting it all together



PARTICIPANT'S MANUAL

The Salvation Army

Australia Territory



COMMUNICATION

SESSION 1: NON-VERBAL LISTENING

AIM:

This session is designed to help participants understand the importance of using congruent non-verbal behaviour in listening; using the SOLER SUN model and minimal prompts skill.

INTRODUCTION

Communication is far more than talking to another person and receiving a response. It is a complex aspect of being human and poor communication can be complicated by misunderstandings and misinterpretations. One aspect of communication that we will be looking at and developing over the next three sessions is the foundation of good communication; that is listening well.

In this first session, we are going to see how we listen with our bodies and ways in which we can use non-verbal skills to maximise effective listening in the communication process. In the next session, we will look at three specific verbal listening skills, which will enhance your communication, and in the third session, we will spend some time practising these skills.

In this session we are going to look at non-verbal behaviours which when used will communicate that you are focussed on the person who is talking. Some of you may find that you do these things naturally. If so, then today's session will affirm and encourage you. If you are only beginning to develop these skills then I encourage you to practise them and use them whenever you listen to family or friends.

Listening well is one of the finest gifts we can give to others. People in today's world desperately want to be listened to; they want to be able to tell their story and be heard.

It is often in the telling of their story and having someone listen effectively to them that people begin to find solutions to their own circumstances.



PART ONE: NON-VERBAL COMMUNICATION

Read poem – *On listening*

When I ask you to listen to me and you start giving advice
You have not done as I have asked
When I ask you to listen to me and you begin to tell me why I shouldn't feel that way,
You are trampling on my feelings
When I ask you to listen to me and you feel you have to do something to solve my problem,
You have failed me, strange as it may seem
Listen! All I asked was that you listen
Not talk or do – just hear me.
Advice is cheap – \$1.00 will get you both Dear Abby and Billy Graham in the same newspaper
And I can do for myself; I am not helpless
When you do something for me that I can and need to do for myself, you contribute to my fear and weakness.

But when you accept as a simple fact that I do feel what I feel, now matter how irrational, then I can quit trying to convince you and can get about the business of understanding what is behind this irrational feeling.

And when, that's clear, the answers are obvious and I don't need advice.

Irrational feelings make sense when we understand what is behind them.

So, please listen and just hear me, and, if you want to talk, wait a minute for your turn, and I will listen to you.

Anonymous

LAG TIME

- According to Wolff, Marsnik et al, *Perceptive Listening* (1983) the following rates are given for speaking and processing words in our minds:
We can talk at a rate of about 120 to 180 words per minute.
Our minds can process (listen to) words from 400 to 800 words per minute.
- The rates of speed given are social conversational rates.
- Lag Time means that you have time left over in your head to think, while listening.
- Our culture does not teach us how to listen – it teaches us how to talk.
- Most people listen to another individual as if they were a single instrument and not a whole orchestra. In other words, we do not hear everything the person is telling us.
- Listening is RESPONDING to another person's message.
- Sometimes a good listener will know more about the speaker than the speaker knows about themselves.
- We usually use our lag time unproductively – such as jumping on the defence or jumping to a conclusion.
- Part of this session is designed to retrain your lag time to be more productive.

To listen _____ means that we must give them the _____ of our _____.



CONGRUENCE IN COMMUNICATION

In any communication, our words, tone of voice and body language need to give the same message. This is called _____. If our words and tone say one thing, but our body language says another, we send a _____ message and people will not believe our words.

When the speaker's words say one thing but the tone says another, it is _____; the words are denied by the tone, therefore the words are the last thing you believe.

We can learn to control words and tone, but it is harder to control the body. Body language is usually loud and clear as "actions speak louder than words".

People will believe our body language before they believe our words or what the tone of our voice is conveying. This is one very profound reason why when we are listening to others, our body language conveys attention and we focus on the person we are listening to.

The use of _____, _____ and _____ in communication fall into the following percentages in terms of what people will believe in any given conversation.

Words	7%
Tone	38%
Body Language	55%

Some facts:

- Facial expression depicts emotion
- Body language depicts the intensity of emotion.
- The body always responds before the mouth does.
- On the telephone, you lose over half of your ability to communicate – around 55%.

How can we listen, using our body language effectively?

We are going to look at an acronym, which will help you to give your attention to the person being listened to using non-verbal cues.



PART TWO: SOLER SUN: A Non Verbal Model

The Acronym

S is for _____. If you are sitting or standing with someone, try and sit or stand in front of them – square on. It conveys a message of “I’m here for you, I’m available”. If the physical confines of the room or location don’t allow for face-to-face communication, ensure that the angle in which you face them is as close as possible to that.

O is for _____. As opposed to closed posture. Closed posture could be crossed arms/crossed legs.

L is for _____. You may find that you do this naturally. As the other person is talking, lean toward them just a little. This communicates that we are listening attentively to them. A slight inclination of the upper part of our body communicates again that we are interested in them and what they have to say.

E is for _____. We don’t want to have a staring competition with the person we are listening to, but we do need to give and maintain eye contact, looking at them naturally.

It is not an unnatural thing for two people in meaningful conversation to keep steady eye contact. Again, this kind of eye contact conveys our interest in them and what they are saying.

R is for _____. This means not fidgeting or using distracting expressions.

The second part of the acronym spells SUN

S is for _____. When we commence a conversation, a smile is a positive start. Smile at appropriate times during the conversation.

U is for _____. Appropriate facial expression.

N is for _____. As the person is talking to you, nod occasionally as they talk. This is a strong non-verbal communicator that you are with them and listening.

These three things all communicate that we are ‘with’ the person we are listening to, not just physically, but mentally. Our non-verbal behaviour communicates _____ and _____.



PART THREE: MINIMAL PROMPTS: Verbal Technique

A Minimal Prompt is a verbal prompt, which will

- encourage the speaker to keep talking
- lets the speaker know you are interested and 'with' them

It is minimal in that it is_____ and_____.

Examples:

- OK
- Aha
- Mm
- Right
- Yes

Minimal prompts are not expressions of feeling or reaction such as

- Really?
- Wow?
- No way!
- Are you serious?

What would be the dangers of bringing in these verbal statements?

There are also dangers with minimal prompts.

DANGERS

Overuse can be very off-putting for the speaker

Need to develop a variety of minimal prompts to use

CONCLUSION

To listen appropriately and to stay focussed on the speaker requires our energy and concentration. However, the benefits of listening well will include people feeling heard and therefore feeling significant.

To listen well is one of the finest gifts we can offer to another.