



Welcome to 'Harbucks' Virtual Coffee House

**Deep Listening: Tips on How to
Listen Effectively to Kids**
April 16, 2021



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Ask the Experts....



- **Cornell University Executive Coach, Naz Beheshti: Active/Deep Listening**
- **Next Time: The “Making Caring Common” Project Harvard University**
 - **Raising Caring, Ethical, Respectful Children**
 - **https://www.gse.harvard.edu/sites/default/files/parent_ethical_kids_tips_.pdf**



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Active Listening and Deep Listening

- **Naz Beheshti:**
 - **What is Active Listening (AL)?**
 - **Uses non-verbal communication skills**
 - **Be fully present**
 - **Be fully focused**
 - **Avoid distractions**
 - **Look at the person's eyes**
 - **Get on their level**





Active Listening and Deep Listening

- **What is Deep Listening (DL)?**
 - **Deep listening goes further**
 - **Understanding feelings**
 - **Not directly moving into problem solving**





Active Listening and Deep Listening



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Not ready for problem solving...



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Active Listening and Deep Listening



Also probably not ready yet... Angry, sad? Hard to tell...



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Active Listening and Deep Listening

- What is Deep Listening (DL)?
 - One study 2003
 - Identified 2 kinds of listening
 - AL: “listening to respond”
 - DL: “listening to understand”
 - DL’s: greater satisfaction in their relationships, work





Active Listening and Deep Listening



No one wants kids to feel this way. How can we help?



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Active Listening and Deep Listening



- When we use AL
 - “Fixing” mode
 - We use our own perspective, experiences, ideas, solutions





Active Listening and Deep Listening



- People don't always want someone to solve their problems
- It's been said that sometimes we want to be heard versus wanting advice "fix"



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Active Listening and Deep Listening



Deep listening is more than “fixing”



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Active Listening and Deep Listening



- “Am I waiting to respond with a solution (AL) or am I listening to understand (DL)?”
- Am I listening but taking a “mental side trip” and already formulating a solution (AL)?
- This too can be helpful but it’s not always what is wanted
- Is this what the speaker wants?





Active Listening and Deep Listening



- **AL can be helpful but it's not always what is wanted**





Active Listening and Deep Listening



- **Deep listening:**
 - **“Seeks to understand the person or situation and to authentically connect with him/her**
 - **Listening w/out judgement or preconceived ideas**
 - **Offers surprising insights**
 - **A chance for discovery**





Active Listening and Deep Listening

- **Fun Fact:**
 - **The better we listen, the more the speaker engages, trusts, connects**



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Active Listening and Deep Listening

- **Fun Fact:**
 - **Greater connections → more vulnerability → authentic communications, trust**



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Active Listening and Deep Listening

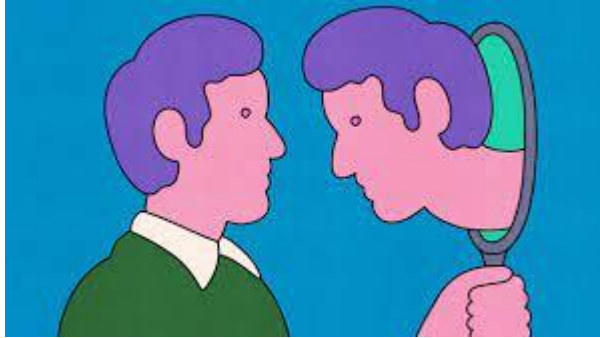
- **Two Tips:**
 - **#1 Respond mindfully**
 - Skip the script you prepared
 - Follow up on what the speaker just said
 - **Ask a follow-up question related to what s/he just shared**
 - Gets more info/feelings out





Active Listening and Deep Listening

- **Two Tips:**



- **#2 Be self-aware:**

- **We are not likely to be in-tune with the listener if we are not aware of our own thoughts and feelings**
- **We can't interact with others unless we know ourselves authentically**





Active Listening and Deep Listening



- **Good listening takes practice:**
 - **Put yourself inside the mind**
 - **Pay attention to body language**
 - **Listen for meaning**
 - **Cultivate empathy**
 - **Avoid judgements**
 - **Eye contact**
 - **Pay attention to feelings**





Active Listening and Deep Listening



- **Good listening takes practice:**
 - **Notice the other person's tone and reflection**
 - **Repeat in your own words**
 - **Acknowledge you are listening (nodding/uh-huh)**
 - **Occasionally summarize when given the chance**





Look at something lovely and then look away for 20 seconds...



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**THANK YOU
FOR JOINING US!**



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Resources

- **Forbes Magazine: *Reclaim the Lost Art of Deep Listening***
<https://www.forbes.com/sites/nazbeheshti/2020/01/30/reclaim-the-lost-art-of-deep-listening/?sh=64ea67bb3d83>
- **Psychology today: *Deep Listening in Personal Relationships***
<https://www.psychologytoday.com/us/blog/the-empowerment-diary/201708/deep-listening-in-personal-relationships>





Resources

- The New York Times: *Talk Less. Listen More. Here's How*
<https://www.nytimes.com/2020/01/09/opinion/listening-tips.html>
- Positive Parenting Solutions: *How to Get Kids to Really Listen 7 Steps*
<https://www.positiveparentingsolutions.com/parenting/get-kids-to-listen>
- https://www.gse.harvard.edu/sites/default/files/parent_ethical_kids_tips_.pdf





Resources

- **Harvard University’s “Making Caring Common”
Project : Raising Caring, Respectful, Ethical Children**
https://www.gse.harvard.edu/sites/default/files/parent_ethical_kids_tips_.pdf
- makingcaringcommon.org



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**Deep Listening: Tips on How to
Listen Effectively to Kids
Questions & Discussion**



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