



Welcome to 'Harbucks' Virtual Coffee House

**Tips to Encourage Communication:
Conversational Listening**
May 7, 2021



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But First...



- **Happy Mother's Day to you and your family**



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Ask the Experts....



- **A Review of Active and Deep Listening**
- **Harvard Business Review: *Change the Way You Listen:***
 - **Manbir Karur, 7/2020**
- ***Conversational Intelligence:***
 - **Dr. Judith Glasser**



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Active Listening and Deep Listening

- **Naz Beheshti, Ph.D.:**
 - **Active Listening = Problem Solving**
 - **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



- **Deep Listening = Understanding**
 - **Deep listening goes further**
 - **Understanding feelings**
 - **Not problem solving yet**





Deep Listening with Kids



- **The opportunity won't always fall into our laps like this...**



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Deep Listening with Kids



- As they get older, kids might not be as open to our questions as they used to be...



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How to Get Children to Open Up?



- Is this child open to communication?



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One Way to Get Kids to Open Up:

- Jodi Aman:

<https://www.youtube.com/watch?v=wx-j9sYE2nY>



4 Tips:

- **Talk less - “LISTEN LONG”**
- **Ask questions to bring out more**
- **Don’t give advice**
- **Validate their feelings**

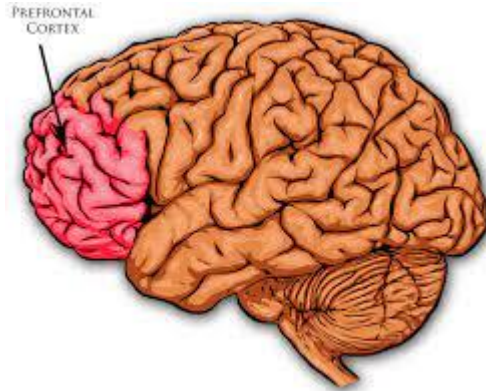


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Don't Give too Much Advice



- **Martyn Richards, Ph. D.**
 - **Prefrontal Cortex**
 - **Adults: problem solving / inhibitory decisions**
 - **Amygdala - emotional center**
 - **PFC “not ready” teens use amygdala instead**
 - **MRI study: scans of faces**
 - **→ Emotional responders**





Reframe Your Why Questions



- **Martyn Richards, Ph.D.**
 - **Cerebellum**
 - **Higher thought**
 - **Still growing in adolescents**
 - **Don't ask, "Why?"**
 - **Tip #1: Instead → retell the events**
 - **Tip#2: Avoid questions that have more than one concept.**
 - **It is more confusing**





New Ideas For Today in Listening



- An interesting article: *Change the way you listen*
 - Research: 7/10 of a sec
 - We ask: “Can I trust this person’s motives?”
 - Fight or Flight response needed?





New Ideas For Today in Listening



- **How to be a great listener:**
 - **Listen for what's being said and what isn't words/tone/body**
 - **Don't always relate back to you**
 - **Paraphrase**
 - **Use silence**
 - **Be inclusive**





New Ideas For Today in Listening

- **Adult research:**
 - **When suspicious of motives (Can I trust this?)**
 - **Amygdala → triggers cortisol**
 - **Interactions → engaged, connected but also reactive, emotional, impulsive, intense, perceive situation negatively**
 - **Remember: kids rely on amygdala for decision-making, logic, problem solving**
 - **So when kids mistrust → anxious reactions**





New Ideas For Today in Listening

- **Adult research:**
 - **When adults sense trustworthiness**
 - **PFC → triggers oxytocin (nursing)**
 - **Interactions → calm, encourage cooperation, understanding, reinforces bonding, builds lasting relationships**
 - **This works with kids too**



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New Ideas For Today in Listening



- **Listening has the power to affect neurochemical reactions**



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New Ideas For Today in Listening



- **Judith Glasser, Ph.D.**
 - Child & adolescence clinical psychologist
 - Change management coach
 - “Conversational Intelligence”
 - <https://www.youtube.com/watch?v=vos2HyWn0XI>
 - Connect, navigate, grow with others
 - Listening affects neurochemistry





New Ideas For Today in Listening

- **Judith Glasser, Ph.D.**
 - **3 Prominent attitudes:**
 - **“Listening to Protect”**
 - **Defensive**
 - **Speaker feels ignored**
 - **Protecting self, identity, space**





New Ideas For Today in Listening



- **Judith Glasser, Ph.D.**
 - **3 Prominent attitudes:**
 - **“Listening to Accept/Reject”**
 - **You feel judged**
 - **Labeled**
 - **Dismissed**



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New Ideas For Today in Listening

- **Judith Glasser, Ph.D.**
 - **3 Prominent attitudes:**
 - **“Listening to Co-create”**
 - You feel connected
 - Psychologically safe
 - The intent is to explore or understand





New Ideas For Today in Listening

- **Judith Glasser, Ph.D.**
 - **“Listening to Co-create”**
 - **What are they trying to say?**
 - **What are they thinking?**
 - **What are they expecting to explore together?**
 - **How can I connect to their world?**





Final Thoughts:



- **Go in with the right intention**
- **Believe the speaker has something of value to share**
- **Use your head and your heart**
 - **what/why of listening**
- **Put yourself in their shoes**
- **Show you are engaged by asking open-ended questions**





New Ideas For Today in Listening



- **How to be a great listener:**
 - **Use silence - 2 minutes????**
 - **Let's try it**



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**How to Get Your Children to
Open Up
Questions & Discussion**



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**THANK YOU
FOR JOINING US!**



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Resources

- AHA Parenting:
<https://www.ahaparenting.com/parenting-tools/communication/foolproof-strategies-talk>
- jodi.aman.com:
<https://www.youtube.com/watch?v=wx-j9sYE2nY>
- David Kozlowski: TED Talk:
<https://www.youtube.com/watch?v=uzhmBDrB8E4>
- <https://www.youtube.com/watch?v=S05PBOIdSeE>
- <https://www.youtube.com/watch?v=BbruY110Ql8>





Resources

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- **Charisse Nixon, TED Talk:**
<https://www.youtube.com/watch?v=S05PBOIdSeE>
- **Martyn Richards, Ph.D, TED Talk:**
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