Beach Babble: a Review of the 7 Active Listening Skills
Active Listening

- A communication technique that a listener uses to show the speaker that they are paying attention and understand the message that is being relayed.

- Clinical evidence and research suggest that it is an effective way to induce behavioral changes in others.
Why Active Listening?

- Empathy
- Understanding
- Retention
- Rapport
- Influence
- Compliance
Active Listening

- Face the speaker
- Nod occasionally
- Maintain eye contact
- Minimize distractions (internal & external)
- Keep an open mind
- Open and inviting posture
Office Example
Seven Skills

- Reflecting/Mirroring
- Open-Ended Questions
- Minimal Encouragers
- Emotion Labeling
- Paraphrasing
- “I” Messages
- Effective Pauses
Barriers

- Arguing
- Patronizing
- Interrupting
- Moralizing
- Rescue Trap
- Police Jargon
It’s not about the nail
SAFER

- Security of Person/Property
- Attacked
- Flight
- Excessive Repetition
- Revised Priorities
Seven Skills

- Reflecting/Mirroring
- Open-Ended Questions
- Minimal Encouragers
- Emotion Labeling
- Paraphrasing
- “I” Messages
- Effective Pauses
Role Playing

- Emotion Labeling
- Turn to the person next to you
- One person turn back to presentation
- Guess the emotion you see on their face
Surprised
Angry
Fear
Shame
Emotional Labeling
Switch
Disgust
Happy
Flirty
Summary

- Great to build rapport
- Helps to show compassion
- Helps with de-escalation
- Helps maintain professionalism
Thanks

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