



Active Listening

By: Andrew Cohen and Danielle Sherman

Learning Objectives

1. Understand what active listening is
2. When to incorporate mindfulness and grounding exercises
3. Learn the different services at the CLU Community Counseling Center



“Smart people talk while wise
people listen.”

-Confucius



What Active Listening Isn't



- Avoiding eye-contact
- Being on your phone
- Trying to hold more than one conversation at a time
- Not letting your peer finish speaking
- Solving peer's problems for him or her
- Just hearing what your peer is saying

What Active Listening Is



- Making appropriate eye-contact
- Allowing one's peer to finish speaking before you speak
- Avoiding distraction from external stimuli
- Mimicking your peer's body language
- EMPATHIZING NOT SYMPATHIZING!!!!!!!!!!!!!!!!!!!!
 - What's the difference?

Empathy



Pity:
I acknowledge
your suffering.

Sympathy:
I care about
your suffering.

Empathy:
I feel your
suffering.

Compassion:
I want to relieve
your suffering.



Engagement

How Does One Actively Listen

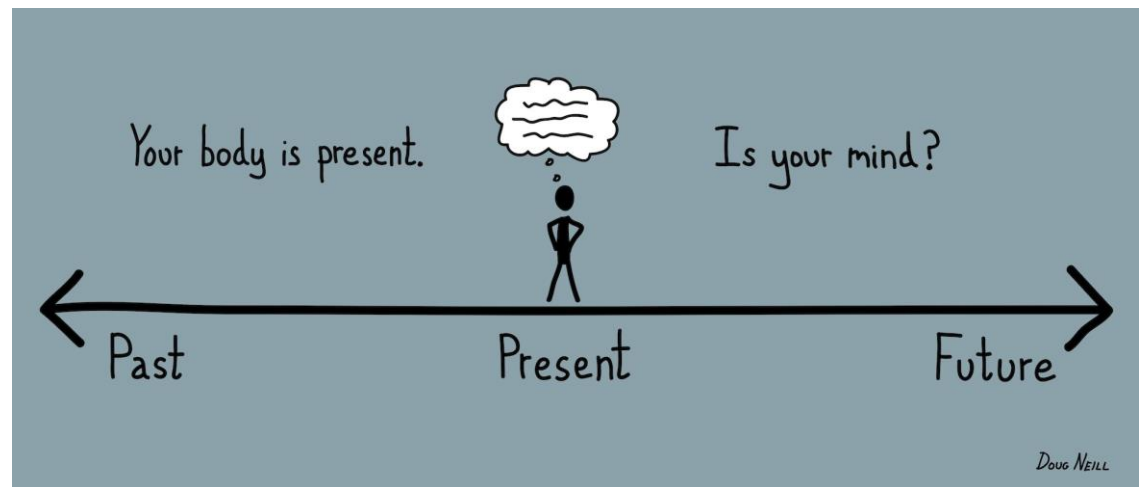
- Paying attention
- Show that you are truly listening
- Giving feedback
- Putting aside judgment
- Respond appropriately



Grounding and Mindfulness



- STAYING IN THE MOMENT!!!!
- Helpful for peers that are panicking
- Pointing out objects around you
- Identifying sounds
- Let's Practice!



CLU Community Counseling Services



- Westlake and Oxnard clinics
- Offers psychotherapy in the form of individual, couple, group, and family sessions
 - Parenting Group for parents of children with disabilities
 - Empowerment Group
 - Art Therapy
 - Mind Body Soul
- Low fee
- MFT and PsyD Trainees supervised by licensed MFTs or licensed psychologists
- Dialectical Behavioral Therapy (DBT)
- Intimate Partner Violence (IPV)

THE END!

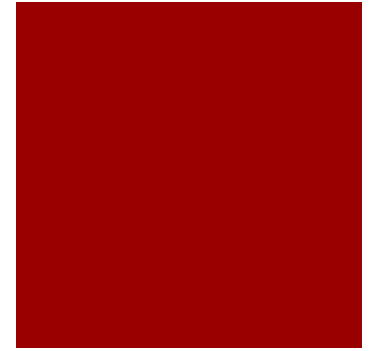
- QUESTIONS?



References

Mind Tools Content Team (2017). Active listening: Hear what people are really saying. Retrieved from <https://www.mindtools.com/CommSkill/ActiveListening.htm>

McLelland, R. (2017). Acts of mistreatment. Retrieved from <https://www.oakparkusd.org/cms/lib/CA01000794/Centricity/Domain/236/2015%20Kickoff%20Event%20-%20Acts%20of%20Mistreatment%20and%20Ambassador%20Actions.pdf>



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