

Habits of Mind



Listening with Understanding and Empathy

Students' Handouts

Habits of Mind



Listening with Understanding and Empathy

*"Listening is the beginning of understanding.....
Wisdom is the reward for a lifetime of listening."*

Proverbs 1:5

"If there is any secret of success, it lies in the ability to get the other person's point of view and see things from his angle as well as from your own."
Henry Ford

“Empathy : the action of understanding, being aware of, being sensitive to, and experiencing the feelings, thoughts, and experience of”
Webster's Dictionary

To listen is to devote oneself and one's energy to someone else. To listen fully means to pay close attention to what is being said beneath the words. We spend 55% of our lives listening yet it is one of the least taught skills in schools. People often say they listen but they are actually rehearsing in their heads what they are going to say next when the speaker is finished. Students often laugh at or put down other student's ideas. They interrupt or are unable to use or consider the merits of another person's ideas. We should learn to devote our mental energies to another person and invest ourselves in other peoples' ideas.

We need to learn to hold in abeyance our own values, judgements, opinions and prejudices in order to listen to and entertain another person's thoughts. This requires the listener to monitor his own thoughts while, at the same time, attending to the speaker's words. A good listener tries to understand what the other person is saying. In the end he may disagree strongly, but he wants to know what he is disagreeing with.

Some psychologists believe that the ability to listen to another person, to empathize with, and to understand their point of view is one of the highest forms of intelligent behaviour.

Activity 1

1 Identify the sounds that you hear and complete the table below.

No.	Sound
1	
2	
3	
4	
5	
6	
7	
8	
9	
10	

2 Place a tick in the column if the sound is pleasurable and describe briefly any feeling or emotion, if any, that the sound produces in you.

No.	Pleasurable (√)	Feeling or Emotion
1		
2		
3		
4		
5		
6		
7		
8		
9		
10		

3 Did you experience any feelings or emotions when listening to the sounds?
Why?

Activity 2

1 Read one of the statements with the appropriate feeling or emotion.

I won a prize!



My dog died!

I failed my examination!

My father / mother is retrenched .



I am first in the class!.

I lost my wallet / handphone !



We lost/won the competition !

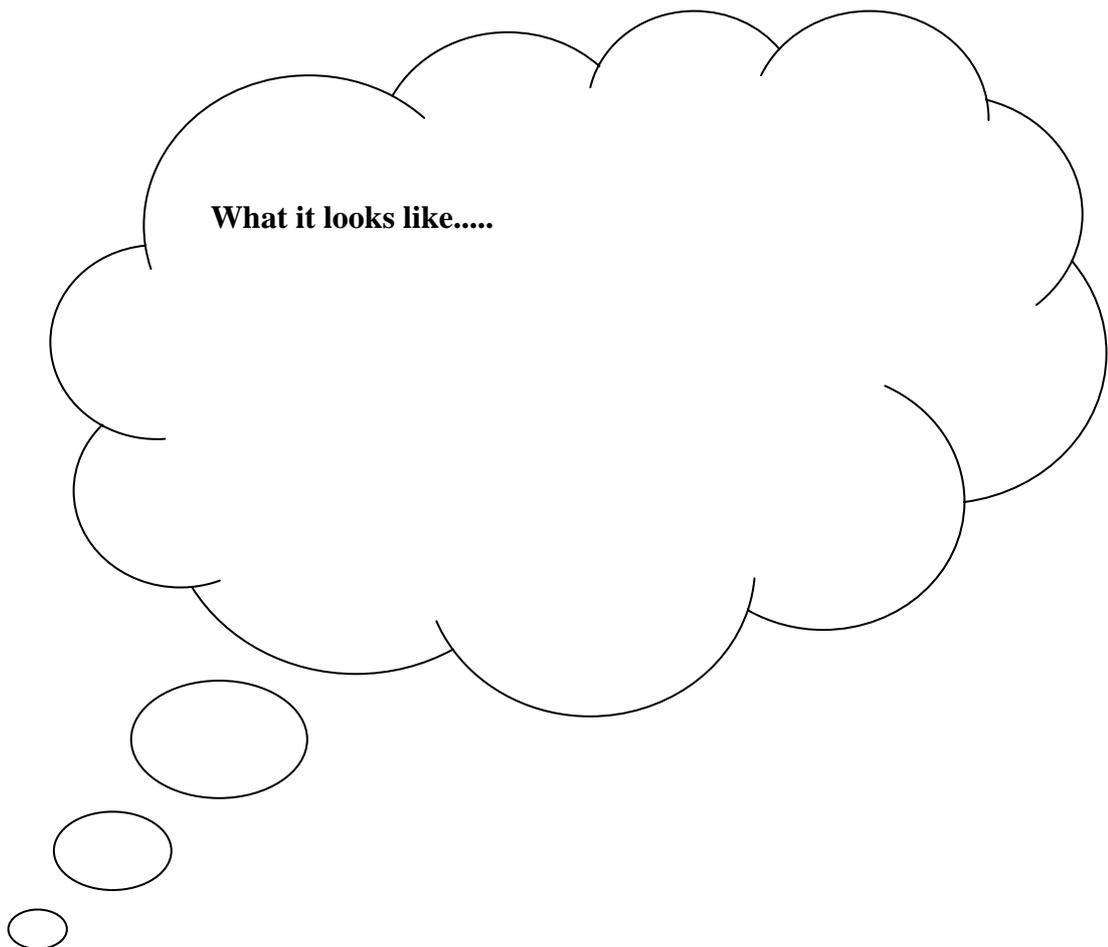
What is the difference between listening to the sounds in Activity 1 and the statements in Activity 2?

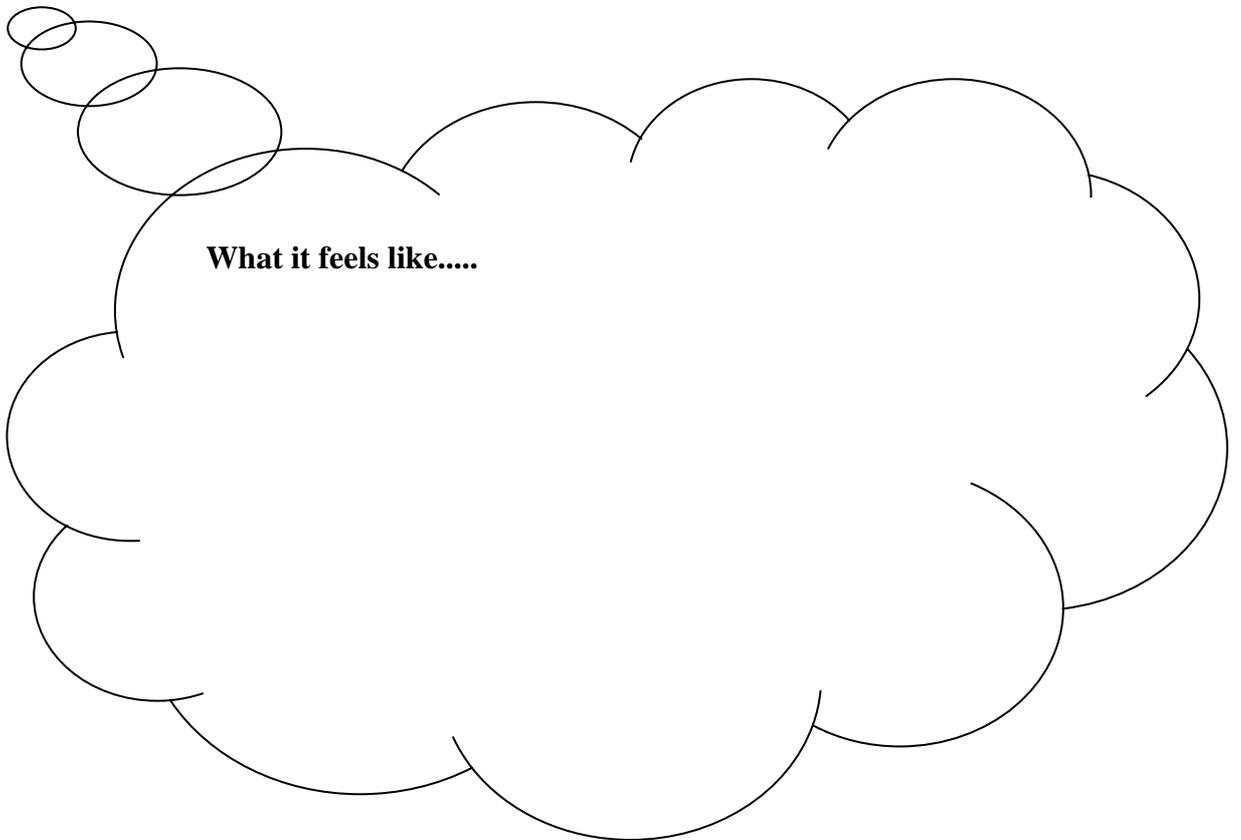
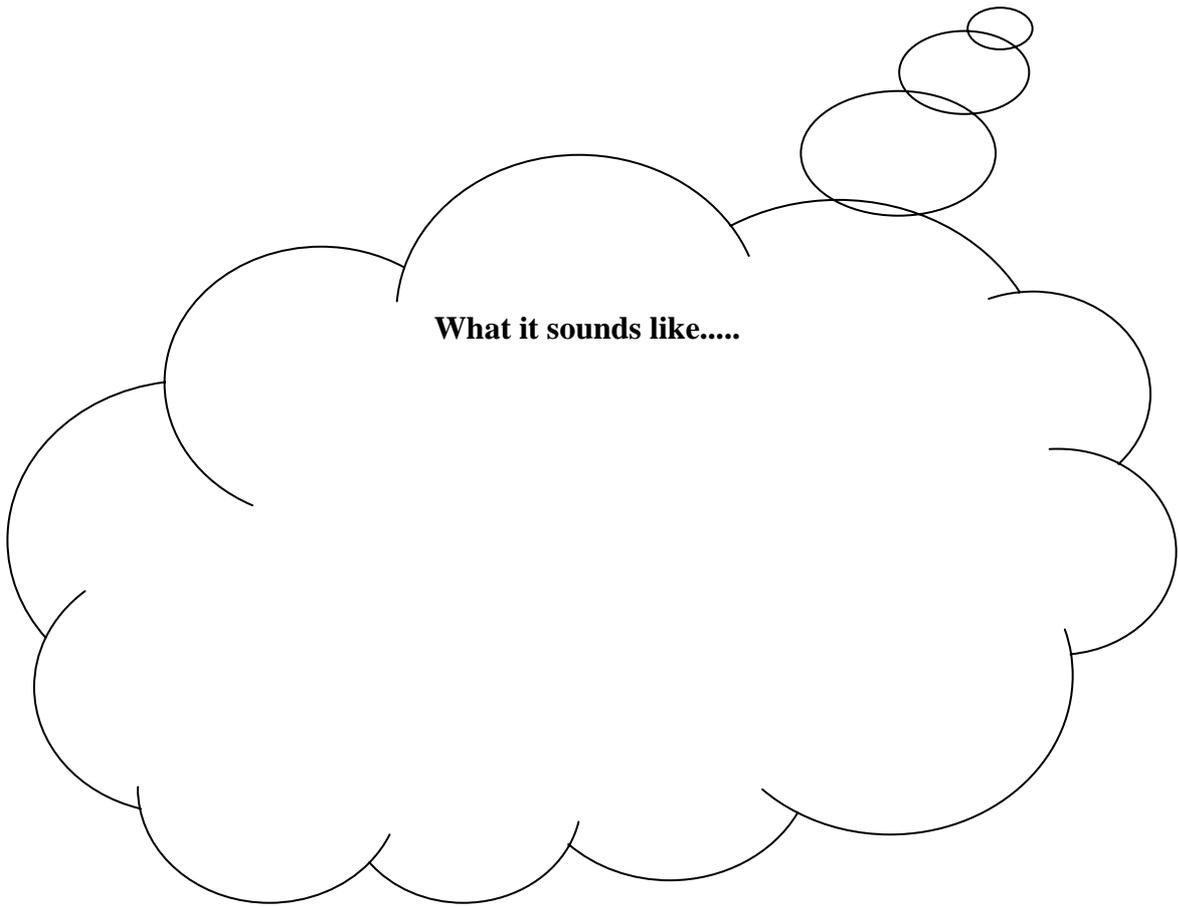
Some notes

Listening with Understanding and Empathy

Means

- Understanding
- Listening
- Eye-contact
- "Don't talk, listen"
- Knowing what they are going through
- Helping them by knowing how they feel
- Listening to what they have to say.





Lesson 2 - Role Play

Rewritten Script:

An incident or story where the habit was not practiced

Checklist of Good Listening Skills Behaviour (Habit of Mind) : Listening			
Indicators	1	2	3
Head turned toward speaker			
Nodding			
Body Language			
Facial expressions (congruent with speaker's message and tone)			
Questioning (probing) for clarity			
Paraphrasing			
Take turns speaking			
1= Often 2=Sometimes 3= Not Yet			

Listening with Understanding and Empathy Student Self Assessment

Name _____ () Class _____

Please place a tick (✓) in the appropriate column.

Behaviour	Often	Sometimes	Not Yet
Verbal			
Restate or rephrase a person's idea before offering my own opinion			
Ask questions to make sure I understand another person's ideas or concepts			
Express empathy for others' feelings or emotions			
Express personal regard and interest			
Non-verbal			
Face the person who is speaking			
Establish eye-contact if appropriate			
Nod head			
Show facial expressions similar to speaker's emotional message			
Mirror speaker's gestures			
Mirror speaker's posture			

Indicators of Listening with Understanding and Empathy

1. Body language that indicates engaged listening.
 - head turned toward the speaker
 - eye contact
 - nodding
 - facial expressions that show congruence with speaker's words,
 - posture(leaning forward or sitting upright)
2. Paraphrasing to put the speaker's thoughts into the listener's own words.
3. Asking probing questions to clarify meaning.
4. Empathizing by relating to the feelings, ideas and perspectives of the speaker.
5. Asking the speaker to repeat something when the listener's mind wanders.
6. Not interrupting the speaker

Script for Role-play

Paul: Last night, my parents had a serious quarrel. My father.....

Joe: Hey, must tell you a real piece of news. I reached the final stage of Counter Strike.

Paul: I am really worried. They are going to be divorced. What is going to happen to me?

Joe: Can you imagine it? I finally beat that fellow Ali, in my class. What a feeling! Shiok! *(Joe jesticulating wildly with his hands- showing victory sign)*
(Paul walked away dejectedly, head down)

Joe: *(Shouting behind Paul)*
Hey Paul, did you hear what I say? What's wrong with you today? Got problem ah?