

How to be an Active and Compassionate Listener



2022 Annual Conference

Presented by the PVS Training Committee

Background Information

Active Listening: Involves paying attention to the conversation, not interrupting, and taking the time to understand what the speaker is discussing. **The “active” element involves taking steps to draw out details that might not otherwise be shared.**

Motivational Interviewing: a counseling approach designed to help people find the motivation to make a positive behavior change. This client-centered approach is particularly effective for people who have mixed feelings about changing their behavior.



You show the person that...

You are interested in and engaged with what they are talking about.

You are there to listen, not judge.

You are there for them – not for yourself, the BOP, or any other outside influences.



For Every Visit...

You go in with an open mind and heart.

You understand you are there to listen and give advice
only if requested.

You understand that each person you meet is the expert of
their own lived experience.

Why Use Active Listening?

- Proven to build rapport
- Helps avoid conversational “roadblocks”
 - Assumptions, attitudes, or experiences that keep us from talking about our differences.
 - Can prevent us from connecting, collaborating, and countering stereotypes and exclusionary practices.
- Effective for all types of relationships
- Helps encourage collaborative relationships (partnerships)

Principles Of Active And Compassionate Listening

Who is ready to learn some acronyms?!?

The background features abstract, flowing waves in shades of red and blue, creating a dynamic and modern aesthetic.

R.U.L.E.

Resist telling them what to do. Avoid telling, directing, or convincing them what you think the “right path” is. Also known as the “**righting reflex.**”

Understand their motivations. Seek to understand their values, needs, abilities, motivations, and potential barriers.

Listen with empathy.

Empower them. Work with them to set achievable goals and identify techniques to overcome barriers.

C.A.P.E.

Compassion

The entire visit is driven by what is in the best interest of the prisoner

Acceptance

If someone is not ready or open to change, you accept that and do not push them.

Partnership

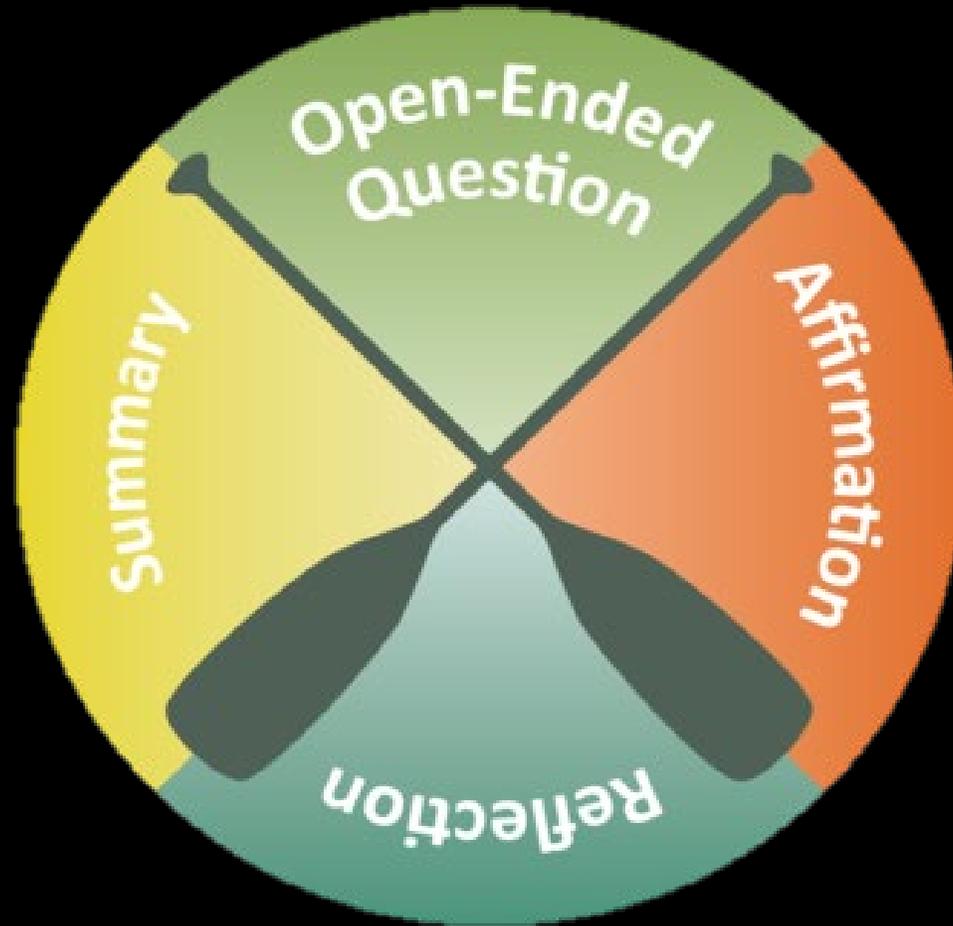
You are not there to tell the prisoner what to do; you are there as a partner, not a leader.

Evocation

You are there to encourage the prisoner to find their own language for moving forward.



O.A.R.S.



O: Open-Ended Questions

Cannot be answered with a simple 'yes' or 'no.'

Elicit a meaningful answer based on the person's thoughts or feelings.

Examples:

- Tell me about your week.
- How have you been handling *[stressful event/issue]* we talked about last time?
- How does/did that make you feel?
- How would you like *[stressful event/issue]* to be different?

A: Affirmations

Acknowledge and affirm the person's experience or feelings.

Recognize their strengths and the behaviors that lead them to the situation (*positive or negative.*)

Examples:

- That sounds like it was really hard for you.
- I can tell how *[feeling]* you are about that.
- I think you handled yourself really well in that situation.
- I cannot imagine how frustrating that was for you.

R: Reflections or Reflective Listening

Simple reflections; paraphrase or repeat your understanding of the conversation.

Reflect on what was said as well as issues you feel they may not have verbalized.

Remember: These are not questions; they are restating your understanding.

Examples:

- I get a sense that...
- It sounds like you are feeling...
- So you are *[worried/concerned/fearful]* that...

S: Summarize

Summarize what you have heard in a clear, succinct way. Shows the person you have been listening.

Helps the individual see things from a different perspective.

Gives them a chance to correct any misunderstandings.

Examples:

- Here is what I heard; let me know if I missed anything.
- On one hand ...
On the other hand...
- What do you think about...

What are Conversational Roadblocks?

Giving orders: "You have to...", "You must...", "You will..."

Threatening or Scolding: "If you don't, then...", "You'd better or...", "

Preaching or Moralizing: "What you should do is..." "It's your responsibility..."

Advising or Giving Solutions: "What I would do is...", "Why don't you..."

What are Conversational Roadblocks?

Arguing: "Here's where you're wrong...,"

Judging or Blaming: "You have nobody to blame but yourself...,"

Overly praising: "I think you did exactly the right thing!"

Labeling or Name Calling: "You are being very macho about this."

What are Conversational Roadblocks?

Interpreting or Diagnosing: "You probably feel that way because..."

Consoling: "Everyone goes through this..." "Don't worry!"

Interrogating: "Why did you do that?" "Did you tell someone?"

Avoiding or Ignoring: "That topic does not interest me, let's talk about ___ instead."



Role Play Scenario

Breakout Session

We are going to go into small breakout rooms for 15 minutes. Each group will have a pre-assigned moderator. Moderators, be prepared to share after the 15 minutes.

Please share with your group a time when either you or the person you were visiting threw up a conversational roadblock, and how the conversation progressed afterward.