

Active Listening



Up to **90%** of a
counsellors time is
spent actively
listening

We think we listen, but very rarely do we listen with real understanding, true empathy. Yet listening, of this very special kind, is one of the most potent forces for change that I know.

Carl Rogers

A Way of Being, Houghton Mifflin, 1980: 116



Instead of really paying attention to what the other person is saying, most people are already thinking about what they want to say in response.

Active listening means seeing the entire presentation of the speaker:

- Tone of voice
- Body language
- Placement of hands
- Posture
- Eye contact and gaze



“
When I have been listened
to and when I have been
heard, I am able to re-
perceive my world in a new
way and to go on
”

Carl Rogers



SOLER

Sit facing the person,

Open your body position

Lean forward to some extent,

Eye contact is maintained when appropriate

Relax and adopt a comfortable position



Sit facing the person

Open your body
position

Learn forward to some
extent

Eye contact is
maintained when
appropriate

Relax and adopt a
comfortable position



What can you do

- Consciously monitor the interactions you have with others during the day.
- Write about that in your journal

