

A Listening Dialogue  
(You are a sounding board)

Purpose:

For times when you can see that someone just needs a chance to really talk or vent and they have come to you to be heard, you will play the role of the listener without a back and forth discussion (you let go of your need to argue, influence, or tell them what to do).

Mirror

You: So, what's going on?

Speaker: (tell their story)

You: Let me get this right, you said..... Is that it?

Speaker: "Yes, that's right."

You: "Is there more?"

Speaker: "Yes,....."

You: "So, you also think that/feel that....., Is that right?"

Speaker: "Yes" or "No, you don't understand it. It's ....."

Summary

You: "Okay, Let me summarize, if I can. You are saying that you think/feel..... and .....and..... Do I have it all now?"

Speaker: "Yes"

Validation

You: "You make sense to me... I can see how you would see it that way... I can understand that... given that..."

Empathy

You: "I empathize with you. I imagine you might be feeling/thinking... Is that what you are feeling?" "Is there anything you need from me?"

Note:

This could lead to you relating how the school or you handle things like this – policy, procedures, and child development picture of expectations, in order to bring relief to the concerns revealed in the dialogue. Unless you have really listened first you won't be heard as deeply as you want.