



Listening Filters

1.) Rehearsing/Day Dreaming/Multi-Tasking



Appearing as if you're listening, but be thinking about what you will say next. Or thinking about something else you need to, or would like to do.

- I know there must be a really great question I could ask now. Oh, I know, I'll just ask _____.
- I've got to tell them to calm down if they want to resolve this... no that won't validate their feelings. First I'll say "Sounds like you feel sad." Then what will I do?

2.) Being Philosophical

Giving a broad, sweeping response that doesn't really solve the problem, but sounds good.



- Behind every cloud there is a silver lining.
- Something that I learned is this... there are no accidents, everything in life happens for a reason.
- As an old Chinese philosopher once said, _____.

3.) Giving Advice

Knowing what they should do, tell them the answer with the assumption that you know what is right.

- You know what you should do? You should _____.
- If I were you I would _____.
- If you just hadn't _____, and listened to me, you would _____.

4.) Denying Content or Feelings and Judging

Discounting their true feelings and what they are saying.



- Oh, you shouldn't feel that way.
- You don't think that is what really happened, do you?
- Do you think your reaction is really in proportion to what actually happened?

5.) Identifying

Looking for an opportunity to relate to the conversation, jump in, and take it over.

- I know what you mean, once I _____.
- I can really relate to what you're saying. One time I _____.
- The same thing happened to me. I _____.

6.) Defending a Third Party

Sharing what you perceive to be the third party's point of view. Defend the third party.

- There is another side to this story and that belongs to the other person in this scenario.
- I think that _____.
- I can see how the other person would think and feel in this situation.
- I think _____ has a valid point, and it is _____.

