

PREPARE / RESOURCE 05

Listen, Check and Understand

Practise listening, reflecting and checking before responding.

Name / reference: _____ Date: _____

Listening means making space to understand, rather than preparing a defence or solution. Reflect the main message in your own words, then check it. Understanding a view does not require agreeing with it. Adapt the format: written messages, extra processing time and a quieter setting may help. Eye contact is not a test of listening.

WORKED EXAMPLE

A partner says, "You always jump in with advice." A checking response: "It sounds as though you wanted me to listen before suggesting solutions. Have I understood? Would you like me to listen, help think it through, or both?"

START HERE

What did the person actually say?

What is the main message I heard?

What might I be assuming that I need to check?

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A HELPFUL REMINDER

If either person is overloaded, agree a pause and a time to return rather than forcing an immediate answer.

PRACTISE IN YOUR OWN WORDS

My reflection: "It sounds as though..."

My check: "Have I understood...?"

One open question I could ask:

Their clarification, or what I still need to understand:

What helped me listen? What adjustment would help next time?