



Facilitator. Dr. Robin Neustaeter (Canada)

Date: 22 sep 2020 06:30 AM en Bogotá /11:30 AM UCT

**DESCRIPTION:**

Conflict is an inevitable experience in community peace building. Conflict is an inevitable experience in community peace building. When people, with different goals, ideas, attitudes, and beliefs, conflict happens. How we address conflict can impact our relationships and our abilities to achieve the goals of our peace and security work. Talking about how we can constructively address conflict and learning effective conflict resolution skills are important actions for building peace.

**GOAL:**

This Conflict Resolution Skills Workshop will present a series of conflict resolution strategies and create a space for sharing effective practices for addressing conflict to build relationships, understanding, and peace.

**REFLECTIVE LISTENING SKILLS – CARL ROGERS - EMPATHY / CLIENT CENTERED**

María Gangotena

What is compassionate listening?

*"Do your best to practice compassionate listening. Do not listen for the sole purpose of judging, criticizing or analyzing. Listen only to help the other person express himself and find some relief from suffering." -- Thich Nhat Hanh*

Compassion is the human quality of understanding the suffering of others and wanting to alleviate it. Compassion means accepting other's feelings for what they are.

To understand the suffering in a person, it is crucial to take the time to listen to what others are going through.

Compassionate listening is a critical skill for creating meaningful relationships.

Compassionate listening is an accepting and nonjudgmental invitation for others to be themselves without worrying about disapproval.

Being a compassionate listener is an extraordinary gift to offer to another person and opens the door to an in-depth mutual exploration of feelings.

By merely listening to another's woes, we can reduce the amount of time the person feels sad. For that person, the mere act of expressing what is inside can be healing. After feelings are released, plans can be made on how to improve the situation.

#### CLUES TO LISTENING IN A COMPASSIONATE MANNER:

1.- When we're hurting, we need empathy, not advice. Avoid giving advice, advice might not be what that person needs at that moment.

2.- Sometimes, we only want to be listened to and have a space to share our feelings.

Use statements like: "I understand that you are hurting right now," or "I hear that this is a difficult time for you," "I can understand why you feel that way," or "that does make sense to me,"

3.- Be patient.

Sometimes it takes time for a person to find words to express what he or she is feeling. Silence and patience help people give voice to their feelings.

Provide a safe space to express herself without interrupting.

4.- Walk in the other's shoes, embodying the other's problem and showing an empathetic attitude and using a gentle tone.

#### REFLECTIVE LISTENING

Reflective listening is a communication strategy involving two key steps: seeking to understand a speaker's idea, then offering the idea back to the speaker, confirming you understood correctly.

It attempts to "reconstruct what the person is thinking and feeling and relay this understanding back to the person".

Reflective listening is a more specific strategy than the more general methods of active listening.

Reflective listening means to hear consciously; it is a technique that makes the other person feel understood and cared for. Reflective listening is a model for respect and understanding. It offers a sympathetic ear showing genuine concern.

The reflective listener has an empathetic attitude that helps the person receive immediate feedback on her statements.

#### REFLECTIVE LISTENING USE THREE STEPS:

Rephrase the facts that you have heard from the person.

Reflect on the feelings expressed by the person.

Reflect on the values that the person has shared with you.

#### EXERCISE:

What is the source of your concern?

"I hear that this is a difficult time for you," I understand that.....right?

"I can understand why you feel that way," As I perceived, your feelings are.....right?

"I understand that your values are.... right?

"That does make sense to you?"

**COMPASSIONATE TOUCH SCRIPT**

“Spend a few minutes coming into a comfortable sitting posture... (Pause)... Take several deep, full breaths in and out... (Pause)...

Now bring your attention to your hands, noticing the sensation of whatever they are touching... (Pause)... Imagine your hands are beginning to fill up with kindness... (Pause)... however you can imagine that happening... (Pause)... your hands are full of kindness, caring, warmth... (Pause)... tenderness... (Pause)...

Now, lift one hand and place it on the opposite arm... (Pause)... a gentle touch... (Pause)... a caring touch... (Pause)... Just noticing what this feels like, the physical sensation of touch... (Pause)... noticing your reaction... (Pause)... what is going through your mind?... (Pause)... noticing without judging what thoughts come up... (Pause)... just touching with kindness... (Pause)...

Now, bring the other hand up placing it on the opposite arm as though you were giving yourself a hug, you might even want to shift your hands up wrapping them around your shoulder... (Pause)... a gentle, caring touch... (Pause)... Just noticing what this feels like... (Pause)... noticing any reactions... (Pause)... noticing what is going through your mind without judgment... (Pause)... simply touching with kindness... (Pause)...

When you're ready, rub both hands together creating a little warmth...(Pause)... and gently cup them over the eyes, allowing the eyes to rest in this caring gesture. . . (Pause)

Next, move both hands to your thighs, gently placing them wherever is comfortable... (Pause)... allowing your hands to rest gently... (Pause)... completely allowing tenderness for all the feelings this may bring up... (Pause)...

Slowly move your hands to your abdomen... (Pause)... just resting with the movement of the abdominal wall as you breathe... (Pause)... noticing your response or reaction without judgment...

(Pause)... continuing to feel the kindness from your hands... (Pause)... a sense of holding yourself in tenderness... (Pause)...

Finally, placing one hand over your heart... (Pause)... aware of your breathing... (Pause)... feeling the caring quality of your heart ... (Pause) ... letting it come through your hands... (Pause)... letting all the mental chatter just come and go, come and go... (Pause)... coming back to a sense of tenderness and caring... (Pause)...

In the last moments of this process, you can continue to rest your hands where they are, or if you feel there is another part of your body that could use a tender, caring touch, move your hands there... (Pause)... continuing to rest with a sense of warmth toward yourself.

When you are ready, gently open your eyes.

*Adapted by Char Wilkins from Jean Kristeller's work on binge eating disorder.*

## References

Chozen Bays, J., Wilkins, C. (2013). *Mindful Eating-Conscious Living 1: A Foundational Professional Training*. Mindful Eating Program Syllabus Leader's Guide.

Reflective listening. Psychology Encyclopedia. Available at:

<https://psychology.jrank.org/pages/536/Reflective-Listening.html>

Arnold, K. (2014). Behind the Mirror: Reflective Listening and its Tain in the Work of Carl Rogers.

*The Humanistic Psychologist*, 42: 354–369, Division Humanistic Psychology of the American

Psychological Association, Routledge. ISSN: 0887-3267 print/1547-3333 online DOI:

10.1080/08873267.2014.913247 Available at:

<https://www.apa.org/pubs/journals/features/hum-42-354.pdf>