



Strategic Listening

A Necessity for All Especially Mediators

Kate Cullen Palmisano, MSW

Why Listening is so important to participants and mediators...

There are five types of listening skills that are necessary and essential for mediators to utilize while mediating.

We will explore and practice them today in various exercises.

Why do mediators need to have a foundation in listening skills? Mediators use listening skills to.....



Five Types of Listening for Mediators

Comprehensive Listening

Listening to understand what is being communicated by participants.

Is what is being communicated what is meant?

Did the participant say what she/he meant to say?



Critical Listening

Listening to evaluate what is being said by the participants ...after you are sure you heard what they wanted to communicate...

Is it important to the situation at hand?

Might it be important later in the conversation?



Empathic Listening

Listening non-judgmentally in order to support or help the participant talk through his/her own feelings. Listening for the emotions.

Listening for understanding with the idea of reflecting the interest or position of one participant without judgment.

Listening for the “heat” behind the statements made by participants.

Listening for relationship



Appreciative Listening

Listening for the enjoyment of the story.

Listening for common ground that is or was fun.

Listening for the relationship.



Non-verbal “listening”

Watch body language and respond to it; messages are being communicated.

Listening for cultural context.



Some Techniques Mediators use

Reflecting

Reframing

Validating and acknowledging

Paraphrasing feelings and content

Asking open-ended questions

Summarizing

Mirroring

Humor

Neutral language



Mediator tone, pace and volume.

Questions, Comments, Thoughts.....

Thank you for your attention and time.

Hope you found this informative and useful.

Developed by Kate Cullen Palmisano, MSW



What effects are listening ?

Internal:

thoughts about our own personal situations/problems can effect our focus on what is being communicated;
thinking about our response while participant is communicating;
assuming we know what they are going to say and tuning them out;
coming in with preconceived notations of the topics to be discussed; others????

Externals that may stop us from Listening effectively

External:

preconceived notations based on previous interaction with participants;

distractions from the outside world;

focusing on a participants use of the language, accent or styles of speech instead of what participants are trying to communicate;

assuming the participants will act or think a particular way because of the culture or groups they are associated with;

others???



