

12 LIFE SKILLS

Session Six – The Skill of Listening

Introduction

- I. The Reason to Listen: Trust and Connection

- II. The Contexts
 - A. Personal

 - B. Business

- III. The Costs of Not Listening
 - A. Loss

 - B. Moving away to hopelessness and detachment

 - C. Division and the triangle

 - D. No resolution

- IV. The Barriers
 - A. Me first persuasion

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- B. Self-reference
 - C. Negation
 - D. Devaluation
 - E. Minimization
 - F. Denial
 - G. Blame
- V. The Skills of Listening
- A. Intent to understand
 - B. Separateness
 - C. Manage reactivity
 - D. Assimilation and accommodation
 - E. Empathy

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- F. Communicating Feeling and Content

 - G. Sit with silence

 - H. Body Language
- VI. The Result: Trust and Connection