

The one who states his case first seems right, until the other comes and examines him. Proverbs 18:17

Listen = to pay attention, to hear something with thoughtful attention: give consideration, to be alert

❖ **Kinds of Listening:**

1. Informal listening
 - a. Listening for facts or information
 - b. Can be flat and emotionless
 - c. Tends to be passive
 - d. Involves listening to what the other person wants to communicate and for what you need to know
2. Active listening
 - a. Listener concentrates on what is being said
 - b. Pays close attention
 - c. Shows awareness of the speaker
 - d. Sometimes makes brief comments or asks clarifying questions
 - e. Involves posture, attitude, and focus
 - f. Learns from energy level, tone of voice, expressed attitudes, indications of emotions
3. Intuitive listening
 - a. Involves high level of concentration and listening
 - b. Watching for inconsistencies in stories, attitudes and emotions that come out with the words, topics that resurface at different times, beliefs that can be discerned from what is being exposed, frustration, etc.

❖ **Obstacles to healthy listening:**

- Thinking about the next question
- Distracted/Distractions
- Biased listening
- Interruptions
- Over talking

❖ **Benefits to healthy listening:**

- Demands patience, concentration, focus, and ability to keep quiet
- Demonstrates respect, compassion, interest, and a willingness to connect and understand
- Destroys misunderstandings, confusion, false assumptions.
- Discerns the information to guide counselor in gathering data for clarity.

❖ **What to actively Listen for:**

- Seek to discern whether the counselee is a believer?
- What is their biblical view of God, mankind, trials and suffering?
- Whom are they living their life to please? What seems to motivate their behavior?
- What seems most important to them right now/in this situation?
- What are the facts in the midst of their thinking/feelings?
- What specific emotions are they struggling with; Insecurities, self-doubt, discouragement, rejection, hurt/pain, grief?
- Are their habits, repetitive behavior, that could have led to issue?
- What have they done up to this point, to copy or mend the situation?