

MODULE 4: COACHING

Active listening

LEARNING GOALS AND OBJECTIVES OF THE ACTIVITY:

Objective 1

Background information

What is active listening, what techniques are there?

Objective 2

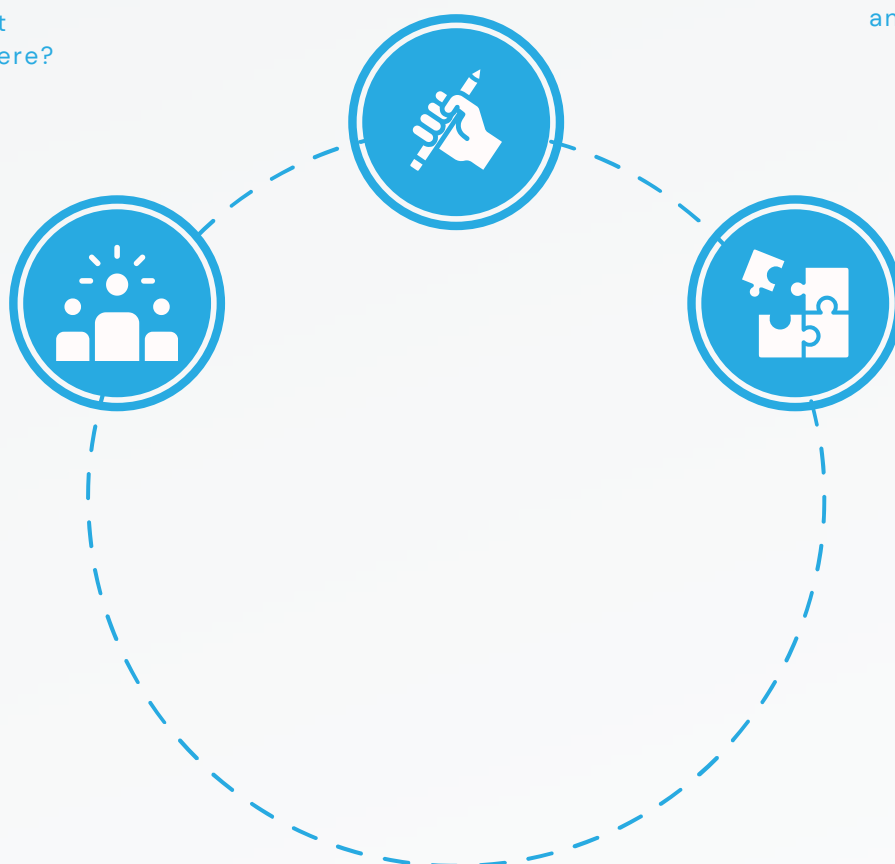
Exercise: Active Listening

Focusing on and practicing active listening

Objective n° 3

Integration of the findings

Reflecting the process and integration of the insights



MODULE 4: COACHING

ACTIVE LISTENING



ACTIVITY DESCRIPTION AND MATERIALS

Activity description

1. Target group – adult educators, mentors of change
2. Time – 1 hour.

1. Instruction
2. Timer

Materials

METHODOLOGY USED FOR THIS ACTIVITY



Background
information



Focussed
Listening



Reflection



Exercise:
Active
Listening



Closing
round



Co-funded by
the European Union

MODULE 4: COACHING



Active listening

BACKGROUND INFORMATION ABOUT ACTIVE LISTENING

Active listening

Active listening is essential in supporting people with addiction problems. It promotes an open exchange and helps those affected to feel taken seriously. This creates a supportive environment that encourages change.

What is active listening?

Active listening means listening attentively and without judgment to the person you are talking to. It is about perceiving not only words, but also emotions. This is done through verbal and non-verbal signals such as nodding, eye contact and open posture.

Significance in the context of addiction problems

People with addiction problems often feel shame and social exclusion, which makes it difficult for them to accept help. Active listening creates a safe space in which they feel understood and can talk openly about their challenges.

Active listening techniques

- Attentive listening – focusing on the person speaking.
- Paraphrasing – repeating what has been said in your own words (“So you feel helpless?”).
- Asking open questions – Encouraging the person to talk (“How do you experience temptations?”).
- Reflecting emotions – naming feelings (“This is really bothering you.”).
- Avoid judgments – do not give hasty advice.

The effect of active listening

If people experience that they are really being listened to, this strengthens their self-esteem and encourages them to accept help. It fosters trust and improves relationships.

MODULE 4: COACHING

Active listening

EXERCISE 1 ACTIVE LISTENING

Focus on listening.

We can train the ability to listen actively by focusing our attention on listening.

The trainer sets a timer for 5 minutes:

The following instructions are spoken and carried out by the participants:

Sit up straight, breathe in and out three times at your own pace. As you inhale, straighten up and as you exhale, drop your shoulders. You can do the exercise with your eyes closed or simply look at the floor in front of you with a defocused gaze.

Notice how you are sitting.

Where does your body touch the ground, can you feel the floor or the cushion you are sitting on?

Focus your attention on your hearing.

What sounds do you perceive, what can you hear, from which direction do you perceive sounds.

You may also hear thoughts, which could be inner conversations, sounds or memories. Be aware of the tone in which people are speaking, who you can hear, listen and don't let yourself be drawn into the inner conversation. Name the auditory perception with hearing.

You can switch between the different perceptions depending on what is in your focus.

If other perceptions besides "hearing" come up, that's okay, they can fade into the background. Turn your attention back to "hearing"

After 5 minutes, the instructor ends the exercise.

MODULE 4: COACHING

Active listening

EXERCISE 1 ACTIVE LISTENING

Reflection on the listening exercise:

The participants are given the opportunity to talk about their perceptions.

It is perfectly all right if there were perceptions, if there were no perceptions, if there were many perceptions, if the exercise was perceived as unpleasant or pleasant.

The aim of the exercise is to focus attention on the different areas of listening.

How does “listening without judging” work?

My own thoughts or memories, i.e. my “inner” listening, often get mixed up with what the other person is saying.

When I listen to my own thoughts or memories, my attention is focused on my perception.

Listening without judging means that I can differentiate between what was said and what I thought about it. It is helpful to be able to distinguish which perception is in the foreground.

MODULE 4: COACHING

Active listening

EXERCISE 1 ACTIVE LISTENING

The coach asks the participants to get together in pairs and sit down in such a way that it is easy to give their partner their full attention.

All participants choose a positive, preferably personal topic that they would like to talk about.

Now it is decided who starts. Each participant has 2 minutes to talk about their positive topic.

The teller talks about their topic.

The listener listens actively, factual questions are allowed. The listener only listens, the topic is not discussed further. If thoughts about the story arise, the listener lets them fade into the background. The focus is on listening.

After 2 minutes, the roles are reversed and changed.

All participants have another 5 minutes to talk about what they have heard.

MODULE 4: COACHING

Active listening

REFLECTION AND CLOSING

Reflection about the exercises

How are the participants feeling after this exercise?

What experiences did the participants have?

Which role was easier, and which role was more difficult?

Practicing active listening with positive conversations is an effective method to prepare for uncomfortable discussions.

Even in conversations about unpleasant experiences, it can be helpful to focus on listening while keeping one's own thoughts and feelings in the background.

This reduces the risk of reacting to one's own thoughts and emotions.

The speaker receives the full attention of the listener.

Conclusion by the facilitator.