

# LISTENING IS LOVING

PRESENTED BY  
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# IMPORTANCE OF COMMUNICATION

TO IMPROVE RELATIONSHIPS  
TO AID IN PROBLEM-SOLVING  
TO CONNECT WITH OTHERS

“EVERYONE SHOULD BE QUICK TO LISTEN,  
SLOW TO SPEAK, AND SLOW TO BECOME  
ANGRY.”

JAMES 1:19



# LISTENING IS LOVING OR THE PRACTICE OF COMPASSIONATE LISTENING

## • OBJECTIVES:

Introduce the concept and importance of compassionate listening.

Define the components of compassionate listening

Provide benefits of compassionate listening

Provided examples of compassionate listening

Practice compassionate listening



# DEFINITION OF COMPASSIONATE LISTENING

- “Compassion involves the recognition and feelings of kindness for people who are suffering or pained, so that the desire to help take it away emerges. Compassion involves recognizing our shared human condition, flawed and fragile as it is”.

*Kristin Neff, Ph.D.*

*Compassionate Listening refers to the ability to listen to another's grief, loss and/or pain in a way that will reduce feelings of sorrow.*

*Age Gracefully America*

*Compassionate Listening, referred to as deep listening means understanding the other person, and listening without judging or reacting.*

*Thich Nhat Hanh*

PUTTING THINGS  
INTO  
PERSPECTIVE

SELF-COMPASSION  
EXERCISE

FROM  
SELF-COMPASSION BY  
KRISTIN NEFF, PH.D.





THICH NHAT HANH  
ON  
COMPASSIONATE  
LISTENING

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*"Compassionate Listening is  
composed of loving speech and  
deep listening"*



## THE FOCUS SHIFTS FROM TALKING TO LISTENING

### *Requires*

- *EMPATHY*
- *NON-JUDGEMENTAL*
- *GENUINE DESIRE TO UNDERSTAND THE SPEAKER'S PERSPECTIVE*



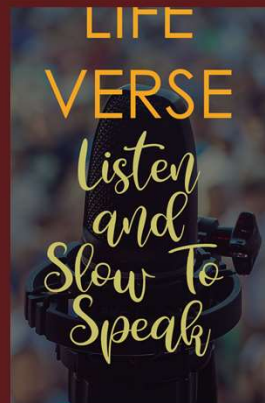
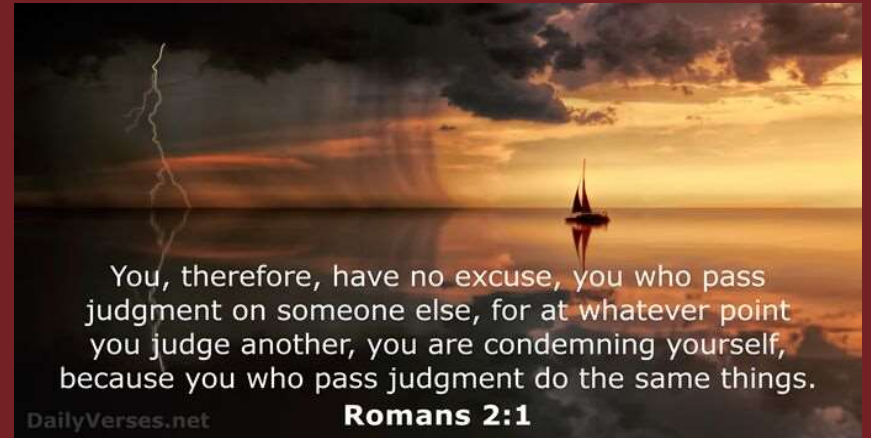
## BENEFITS OF COMPASSIONATE LISTENING

- STRENGTHENS RELATIONSHIPS
- REDUCES CONFLICTS AND MISUNDERSTANDINGS
- FOSTERS TRUST AND MUTUAL RESPECT
- PROMOTES EMOTIONAL HEALING AND WELL-BEING



# SKILLS NEEDED TO BECOME A COMPASSIONATE LISTENER

AVOID JUDGEMENT & BE AUTHENTIC  
LISTEN & BE ATTENTIVE



# TECHNIQUES AND PRACTICES

1. Use reflective Listening: paraphrasing and summarizing
2. Ask open-ended questions
3. Avoid interruptions and distractions

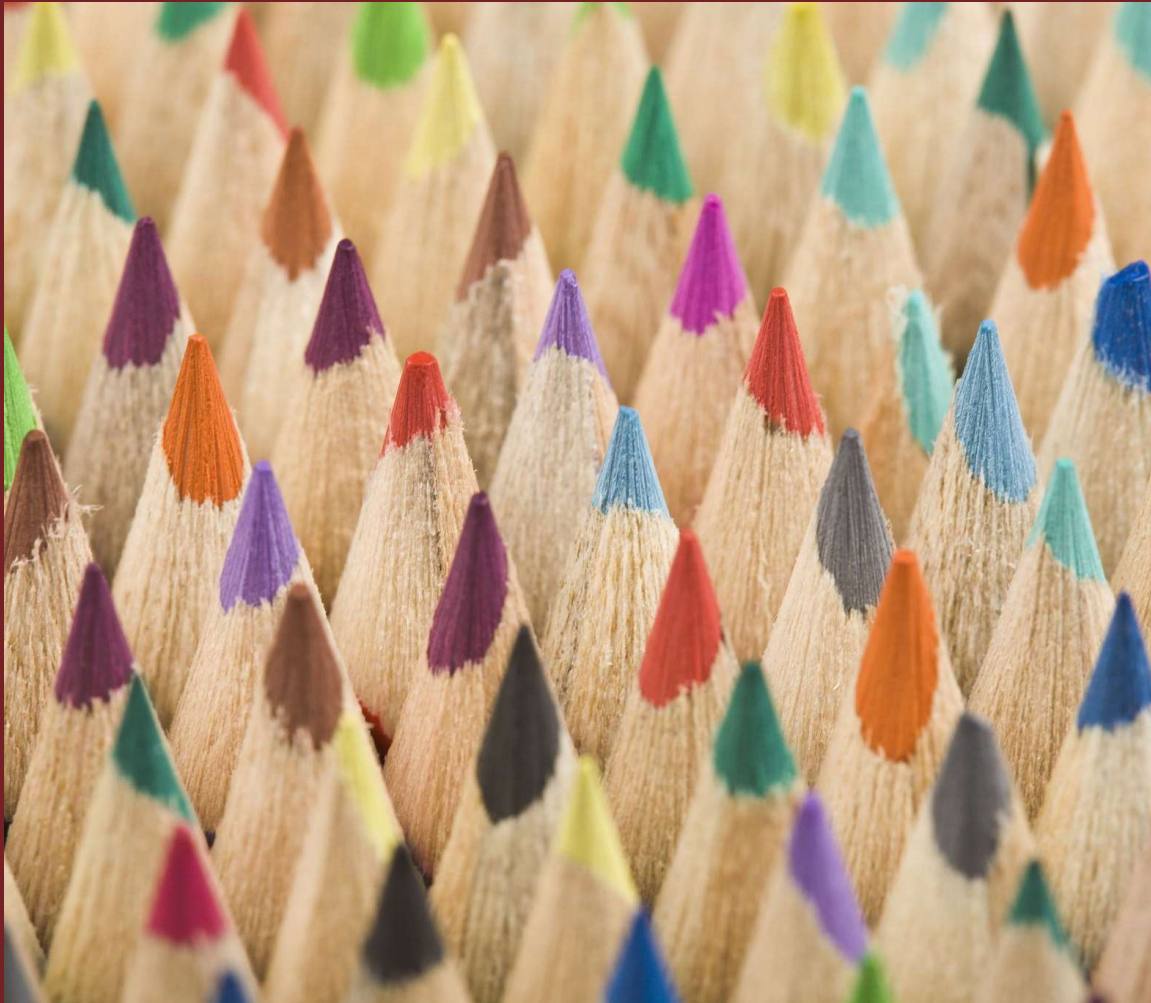
Be	Be present in the moment
Maintain	Maintain awareness of one's own thoughts and emotions
Use	Use practical applications such as role-playing in personal relationships; and, promoting inclusive and supportive environments in community and social settings

# CHALLENGES TO BECOMING A COMPASSIONATE LISTENER

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- PERSONAL BIASES AND JUDGMENTS
- EMOTIONAL TRIGGERS
- DISTRACTIONS AND MULTITASKING
- LACK OF PRACTICE AND PATIENCE
- LACK OF SELF-AWARENESS AND SELF-REGULATION

RANT EXERCISE



## FINAL TIPS & TAKEAWAYS

1. Don't try to fix the problem or give advice unless specifically asked.
2. Be patient and don't get frustrated if the person can't say what he or she feels right away.
3. Don't take speaker's feelings personally.
4. Don't get defensive or feel attacked when speaker expresses feelings that concern you.
5. Offer a sympathetic ear if the speaker is hurting, but not pity.

THANK YOU



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