

LISTENING DEEPLY



Quiz

ASK FOR INTERIOR COGNITION

ask for interior cognition

When asking for interior cognition you have several techniques

1. what went through your mind
2. more about that
3. fill in the blank
4. reflection
5. why vs. because

In the following slides we will review some of the techniques you learned from the previous videos. Answers will show after each question

ask for interior cognition – silence

Why is silence okay during a listening session?

See the next page for the answers.

it makes space

It allows thinking space for the person.

Encourages the person to keep going, make longer answers.

Gives the person control.

ask for interior cognition – reflection & verification

What's the difference between reflection & verification

See the next page the answers.

reflection is not verification

pops the person up to session mode.
It's fine... but it's not reflection

reflection = a guess about what the person means, as a statement

affirm what was conveyed (feel understood)

encourage person to take the story further



repetition of what person said to verify you heard it right

re-stating what the person said to make sure you understood the meaning

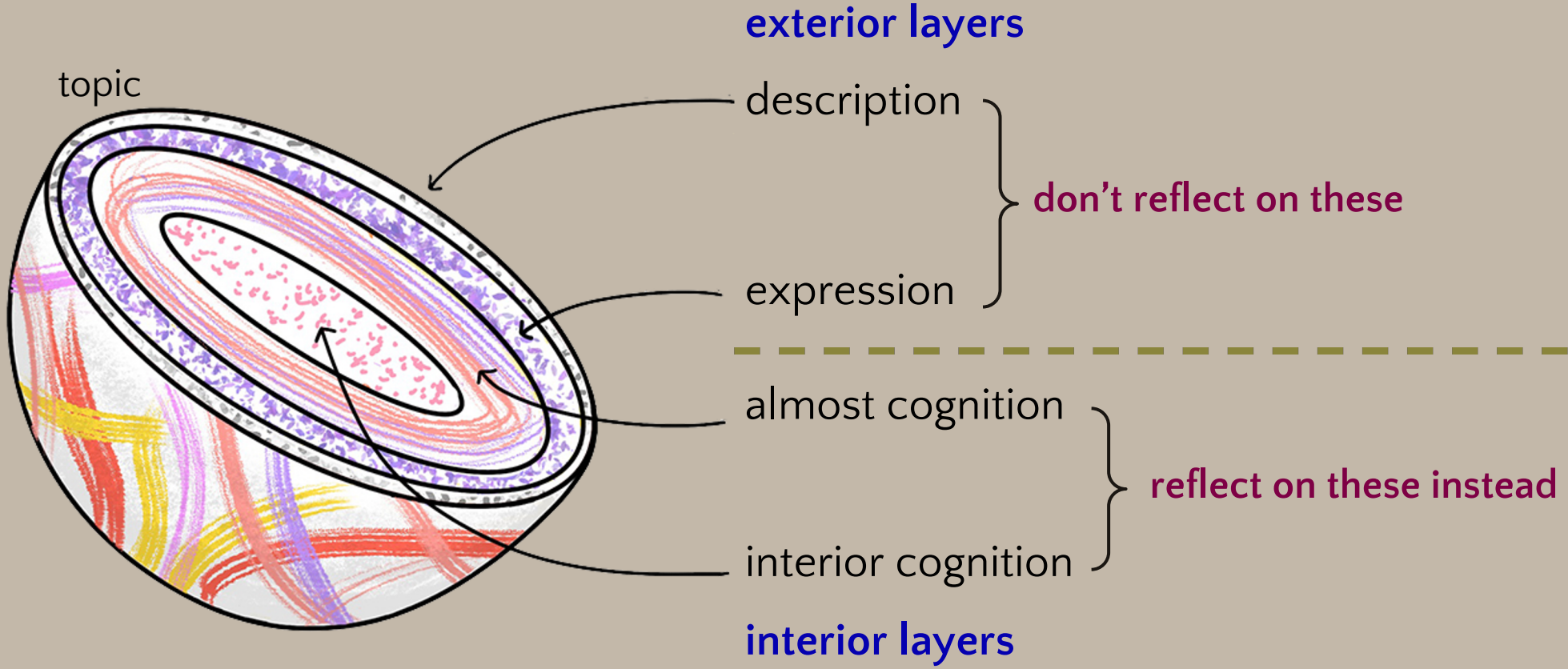


ask for interior cognition – reflection

Which layers should you reflect on?

See the next page for the answers.

ask for interior cognition – verification and reflection



ask for interior cognition – reflection

What kinds of reflection can you use?

See the next page for the answers.

micro-reflection

a few of their words, with a little trail of silence after, or a ?

simple-reflection

a guess about what the person means, as a statement

complex-reflection

encourages the person to think about their interior cognition, as a part of a therapy session

often requires too much of your cognition... and too much of their cognition

ask for interior cognition – reflection

Should you reflect an explanation?

See the next page for the answers.

not really

Why? reflecting on an explanation tends to get more explanation

ask for interior cognition – why vs because

When asking for interior cognition should you use the word “why?”

See the next page for the answers.

not really

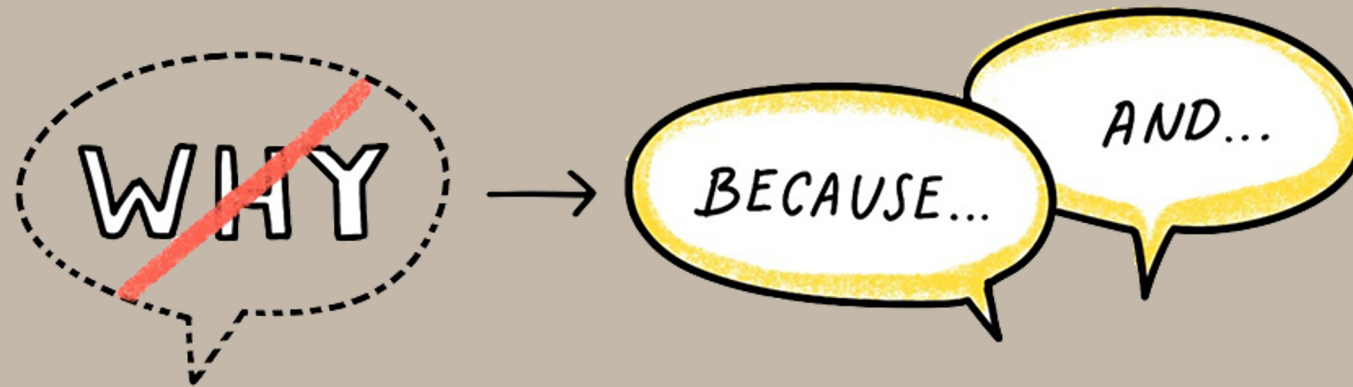
It can get annoying in succession (like a toddler)

It can imply that you think there was a better way

What can you use instead?

instead of “why”

try to use fill-in-the-blank phrases like “because” and “and”



ask for interior cognition – why vs because

But “why” can help me get to “the root cause” of things. Isn't that allowed?

See the next page for the answers.

yes

“Why?” is allowed... but in listening sessions **it is not your strongest technique**

In a listening session a **statement** is **more supportive** than a question. Questions are allowed... but **statements**:

- Are more likely to keep the person in memory mode
- Show the person that you accept their concept
- Show the person that you are paying attention

