



LISTENING

WHEN YOU DON'T AGREE

Listening well can be difficult to do in the best of circumstances. It is increasingly difficult when you don't agree with what the person is saying or maybe with what the person is asking you to do. How can we encourage dialogue by listening even when we don't agree?

ACTIVE LISTENING SKILLS



NON-VERBAL

- Eye contact
- Nodding
- Open body posture
- Neutral or interested facial expression



VERBAL

- Paraphrase or summarize
- Ask at least 1 curious question
- Give space for silence to offer space after someone speaks

LISTENING WHEN YOU DON'T AGREE CONSIDER THIS:

I DON'T AGREE WITH YOUR ...



- Approach
 - Tone of voice
 - Choice of words
 - Timing
- Sentiment
 - Opinion
 - Decision
- Request
 - I can't/don't want to do what you are asking of me because:
 - It is not my role
 - I don't think it will be helpful

LISTENING WITHOUT SHARING DOES NOT MEAN...



- You agree
- You will do anything the other person wants or expects you to do
- You commit to anything

HOW TO LISTEN WHEN YOU DON'T AGREE



- Use all of the active listening techniques
- Shift your role in your head
- Create space for dialogue by paraphrasing what you heard. Then ask, "What do others think?" or "Are there other perspectives?"

WHEN IS IT TIME FOR ME TO SHARE MY THOUGHTS?

- Maybe never
- When the speaker displays cues of being heard.

- "Yes" test
- They stop speaking
- They ask you a curious question
- Their body language

To transition:

- "Is there anything else you think I should know/you would like to share?"
- "I have some thoughts. Would you like to hear them?"

WHAT IF THEIR WORDS OR BEHAVIORS ARE HARMFUL?



- Listen to de-escalate the situation
- Address what was inappropriate after the situation is de-escalated with all that experienced it.

"What we all experienced was not OK. I need to take time to get some help with how we process this and our next steps."

*Reach out to appropriate resources on campus to assist with these situations.