


Committed Listening Guide

Committed listening is a vital skill for instructional coaches to practice. To effectively communicate, coaches must listen with a purpose. Interpreting and creating meaning from what is said may help to minimize unnecessary conflict and bring clarity to conversations.

<p>5 Elements involved in Listening:</p> <ol style="list-style-type: none"> 1. Hearing 2. Attending 3. Understanding 4. Responding 5. Remembering <div style="text-align: center;">  </div>	<p>Characteristics of Committed Listening:</p> <ul style="list-style-type: none"> • Listen more, talk less • Minimize distractions • Allow the teacher to finish his or her thought • Focus on what is being said, not on your own response • Look for key ideas • Be aware of your own biases • Ask sincere questions • Prompt thinking by posing open-ended questions • Listen empathetically
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Verbal Techniques	Actions and Examples
<p>Providing encouragement conveys interest and keeps the teacher talking</p>	<p>Use noncommittal language in a positive tone:</p> <ul style="list-style-type: none"> • “I see...” • “Yes...”
<p>Restating for clarification shows you understand and checks your perception of the teacher’s message</p>	<p>Restate by emphasizing the facts:</p> <ul style="list-style-type: none"> • “If I understand what you’re saying, your idea is to...”
<p>Reflecting through paraphrasing shows you understand what the teacher is saying and how he or she is feeling</p>	<p>Restate the teacher’s feelings:</p> <ul style="list-style-type: none"> • “You’re feeling”
<p>Summarizing brings together the ideas, reviews progress, and acts as a springboard for further discussion</p>	<p>Summarize major ideas and feelings:</p> <ul style="list-style-type: none"> • “These appear to be the main ideas...” • “And, if I understand correctly, you feel that...”

Nonverbal Behaviors	Actions and Examples
Facial Expressions	Use appropriate facial expressions: <ul style="list-style-type: none"> ● Smile and maintain an overall positive expression ● Determine when to show concern
Body Movements and Posture	Carry yourself professionally: <ul style="list-style-type: none"> ● Be aware of your posture - the way you hold your body, your stance, and any subtle movements
Gestures	Use your head and hands to gesture in affirmation of what is said: <ul style="list-style-type: none"> ● Nod your head and/or give thumbs up when you understand ● Tilt your head and/or move your palms up when you're not sure that you understand
Eye Contact	Maintain eye contact to: <ul style="list-style-type: none"> ● Communicate interest ● Maintain the conversation flow ● Gauge the teacher's response ● Focus on the teacher and what is being said
Touch	Communicate through appropriate touch: <ul style="list-style-type: none"> ● Use a firm handshake ● Refrain from a slap on the back or a patronizing pat on the head.
Space	Be aware of physical space: <ul style="list-style-type: none"> ● Keep a comfortable working distance between the teacher and you ● Avoid dominant positions, such as sitting behind a desk
Voice	Consider how you say something. Pay attention to: <ul style="list-style-type: none"> ● your timing and pacing ● how loudly you speak ● your tone and inflection ● the sounds you use to convey understanding