



creativity for  
peace



HEART  
AMBASSADORS  
LIVE YOUR LEGACY

## Listening Skills and Authentic Speaking

**Compassionate Listening:** Hearing and understanding the truth and experience of others

1. Look directly into the eyes of the other person.
2. Don't interrupt.
3. Pay attention. Give the speaker your full attention.
4. Clarify what you heard.
5. Put yourself in the other person's shoes.
6. Show feelings.
7. Don't judge. Listen in a non-judgmental way.
8. Share feelings – show empathy. Listen with empathy; see the other person's point of view, to walk in their shoes.
9. Be attentive.
10. Be open-minded – listen to learn. Listen with an open heart, an open mind.
11. Give time for the person to finish speaking.
12. Ask questions. Ask questions to deepen your own understanding, not to challenge or create debate.
13. Listen to learn (whether you agree or disagree). Respect others points of view. Listening doesn't mean you must agree.

**Authentic Speaking:** Telling the truth of your own experience

1. Speak for yourself, not for a group or a position.
2. Speak to communicate your own experience, not to persuade others.
3. Distinguish your opinion or belief from fact or "truth".
4. Notice the experiences and assumptions that have shaped your own views and opinions.
5. Speak from your heart, not just your head, what you do feel.
6. Watch tone of voice and words you choose.
7. Be true to yourself and your passion

### **DO**

Listen compassionately

Speak from your heart

Try to understand others

Ask questions to find out more

### **DON'T**

Try to prove right or wrong

Judge or criticize

Say "you're wrong"

Say "That's not