



Part 2: The Power of Listening

Check out the [Mental Health First Aid website](#)

Did you know...?

[Myths about Mental Health](#)

Mental Health Facts- Listening

We know listening has incredible therapeutic power, and that it builds strong connections between people when done well.

- 85% of what we learn is through listening (versus talking or reading)?
- Up to 75% of the time, we are distracted, preoccupied or forgetful when we're talking with others
- After listening to someone talk, we can immediately recall about 50% of what we said... even less if we didn't like the subject or person!
- One hour later, we can remember less than 20% of what was said
- Less than 2% of the population has a formal education on how to listen
- We listen at 125-250 words per minute, but we THINK at 1000-3000 words per minute!

Listening is difficult, and so important.

When gearing up to listen, try to suspend your assumptions, refrain from making judgements and silence your inner voice. Listening to someone is a gift: it is a sign of respect that makes people feel valued.



[Video with MHFA instructor
Kate Noelke](#)

Tips & Tricks: Listening with Your Body

Prep yourself for your next listening session by doing a body scan.



Tools

[Brené Brown on Empathy](#)

[Exploring our Listening Habits](#)

[It's Not About the Nail](#)

Listening without Judgment

Listening without judgment requires, not only that we school our body language, but also that we evaluate our frame of mind. Before you enter a conversation, ask yourself:

- Am I prepared to express concern without expressing judgment?
- Am I the best person to help?
- Can I invest an appropriate amount of time in this conversation right now?



[Learn More Listening without Judgment](#)

Deep Listening with OARS



Open-ended Questions

Using the OARS model can help guide your deep listening and gives you a map to follow as you focus on coming to understand what a person is trying to share.



Affirmations



Reflections



Summaries

[For Examples
Click Here](#)