

How to Use Active Listening Day to Day TRANSCRIPTION

How to Use Active Listening Day to Day with Moni Avello. Hi, my name is Moni. I am here because I am an iREFs, which is Institute-wide Resources for Easing Friction and Stress. We are graduate students that are trained formally in conflict management in order to support all of you. And so, please please please use us if you ever feel like you would need support in anything. Via very formal negotiation, or you're just trying to resolve some sort of family life discourse, we're trained and would love to help you. We're free, we'll take you out to coffee on MIT's dime, very nice!

Before moving ahead, if you want to learn more about active listening we suggest you watch this active listening video with Moni Avello. So, there's a little piece in the video that talks about like you could listen triangle and that can be your only goal right. Your only goal in life might be to like "tell me more about this" "Oh cool sounds like this is important to you" and do that all your life! Really, you don't have to use that exact language of course especially if you're like "I'd never say that in a normal way!" like that's just not me. But active listening at the heart of it all is just asking big questions that give people a lot of space to answer and then really trying to dig at the heart of like who is this person, what matters to them? And that you can use that in any kind of small talk.

You know when, you're sitting across from your bay-mate and their just like having a really hard time about a technique or an experiment and just be like "What's going on?" and you can listen to them and be like "Huh okay, sounds like you're really having a hard time with dadada like, you know, and you can reflect or reframe, "How can we make this less frustrating for you? It's hard to see you struggling this way, I'd love to help if I can. Do you want me to? You want to run that data by me? Do you want me to show you this cool new method I think gets passed that?" You can still just ask a question, just be like "What's going on?" In a total casual way and still embody the heart of what the active listening triangle is which is just like, I want to understand what matters to you and like what can you do make whatever it is better. Or, I just want to understand. Maybe you've had like conversations with people and you just don't know what they're about. Like, what are their interests, what do they actually care about in life? And if you want to know, you can actually be like, "What is the most important thing in life to you?" That's silly and weird maybe and sounds like something OKC (OkCupid) might recommend you do on a profile but like, you can do this! You can do this just to get to know someone, you can do this just to casually help someone out and you can do this in a conversation with someone that you're just chatting with. "What's your deal? Tell me. I want to hear it." And you'd be surprised how many people actually open up to you. "I'm actually trying to listen to you!" "Oh my gosh, you care!" Which is really cool.

And so, you can practice this, in a less formal way pretty much any time you decide to.

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