

Sample Active Listening Report:

Situation One:

1. I had a conversation with a fellow psychology classmate named Cathy.
2. The topic under discussion had to do with homeless children and books; should they or should they not be permitted to keep the books as opposed to being required to return them to a specific location.
3. I used empathetic listening by paraphrasing what I thought Cathy was saying verbally, as well my perceived interpretation to her emotional stance to the issue. I also made clear that I was doing my best to understand her point of view, and that I agreed with her on many points.
4. I don't think that I would change anything pertaining to how I responded. Cathy and I came to a mutual agreement on the matter, and she even expressed that she had never viewed the situation quite like I had, and that it changed her outlook.

Situation Two:

1. Another student and I had a classroom discussion/misunderstanding.
2. The topic under fire revolved around a group assignment. This classmate verbalized her dissatisfaction with our finished project on several occasions.
3. I did my best focus on the speaker and use empathetic listening. However, her negative verbal tone, aggressive demeanor, and unwillingness to compromise made relating to her plight a difficult one.
4. I believe that had I withheld judgment and paid more attention to both ideas and feelings, she and I might have come to some sort of mutual agreement. Instead, I believe that we both left the situation feeling misunderstood and underappreciated.

Situation Three:

1. The person with whom I conversed was my long-time best friend and father of my god-son.
2. We discussed my feelings about a recent voicemail that he had left me. In his message, he simply stated, "911 emergency, call me immediately." Of course fearing the worst, I called him in a panic, only to learn that he was "kidding," and just having some fun. His fun was at my expense.
3. I felt angry and frustrated, and I really had to put the skill of empathetic listening to the test. I demonstrated patience via nonverbal communication (silence while listening), and exercised forgiveness by paraphrasing his promise to never leave a message such as that again.
4. To improve, I could have focused on his attempted response early on. Because truth be told, at first, I really let him have it. ☹