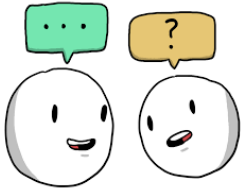




# Noah's Inclusion Services

## ACTIVE LISTENING

| What?  | How?  |   |
|--|---|---|
| Active Listening means really listening, with your ears and your eyes, to both what your child is saying and how he or she is feeling. | <ul style="list-style-type: none"> <li>Listen, then reflect this knowledge back to the child.</li> <li>Check that you have really heard what your child meant.</li> <li>Concentrate on understanding the child's experience, not giving advice, passing judgment, or showing sympathy</li> </ul>  |    |
| Active Listening can be a great preventive.  | <ul style="list-style-type: none"> <li>Showing your child you are trying to understand can help him or her to control all the bad feelings, and to begin to move towards a more constructive approach to solving the problem.</li> <li>Some children may have no other way to express their distress except problem behaviour.</li> </ul> |   |
| Active Listening can be a valuable tool to use with <b>Problem Solving</b> .   | <ul style="list-style-type: none"> <li>Get behind the problem behaviour to the worry, upset or disappointment that led to it.</li> <li>It gives two important messages to the child:<br/>"There's nothing so awful you can't talk about it to somebody" and<br/>"We can work this out together and make things better"</li> </ul>         |  |

If your child is misbehaving, you may have to use Active Listening first to get the child to the point where he or she is ready to begin **Problem Solving**. BUT, listen carefully to the child's messages behind the behaviour. If your child is misbehaving only to get attention, and not in reaction to some upset, Active Listening is not appropriate and you should **Wait for Cooperation/Don't React Choose What to Respond To..**