

Listening 5.4: HEAR

Summary

- The HEAR methodology was designed by Dr Julie Minson to support communication and listening in those more difficult, emotionally heightened conflicts.
- It encourages us to make sure we are listening to and responding to what someone else has said, recognising that we might have something to learn from them. It also prevents us from being unnecessarily forceful in our conversations.
- It consists of four steps:
- **Hedge your claims:** *"I think it's possible that..." "This might happen because..." "Some people tend to think..." "I might be wrong but..."*
- **Emphasize agreement** *"I think we both want to..." "I think some of what you are saying is totally right..." "We are both concerned with..."*
- **Acknowledge other perspectives:** *"I understand that..." "I see your point..." "What I think you are saying is..."*
- **Reframe to the positive:** *"I think it's great when..." "I really appreciate it when..." "It would be so wonderful if..."*
- Integral in delivering this is that you are open to hearing what the other person has to say. People will pick up on your intention - try and find as much curiosity as you can.

Exercises

- 1) Think about the last disagreement you were in. To what extent were you receptive to the ideas of the other person? To what extent did you recognise that you might be wrong?
- 2) Try and frame your side of that disagreement through the HEAR framework. To what extent does it change the tone?

Resources and links:

- <https://www.hks.harvard.edu/sites/default/files/Alumni/PDFs/Julia%20Minson%20PPT%20Slides.pdf> Great little powerpoint with the evidence, thinking, and practice of HEAR, made by its creator, Dr. Julie Minson

Evaluation:

We would really appreciate your feedback through these short questionnaires on the videos and their usefulness. Your feedback will help us improve future content.

Prior to watching the videos



After watching the videos

