

Brief Content Report:

TLC workshop (25th March 2023 in TLC Room, 1224, FDI 10:30 am – 12:45 pm)

ACTIVE LISTENING AND HOLISTIC RESPONDING

Target audience- faculty across the institute who joined in the last four years, (more emphasis since 2021 Jan)

Attendance- 22 newly joined faculty registered for the workshop, 18 of these faculty joined + 4 TLC members = 23.

Content: - Two one-hour sessions were conducted.

First was “centered on Active listening” and second was “centered on responding”. Our visiting counselor led the sessions. the approach was guided self-learning aimed at the individual transformation.

The initial spontaneous game demonstrated the innate tendencies of verbal responses; how mindful attention is required to alter responses.

Next, the **power of words** and the **need to first listen** was discussed. Illustrated The work of Debono who demonstrated that the mind automatically recognizes patterns. Also, the mind attempts to make sense of bits of information *as they come in*, i.e. at every point in the process. Both these lead to premature judgment; There is a need therefore to wait for all information to come in. Active listening as a mindful and complex process was then discussed.

The practical listening limit exercise was directed- participants practiced in pairs. Participants noted this tendency to interrupt and abort the coming in the message. When the exercise was done a second time over, many practiced receptiveness by restraining interruptions.

In the responding session realistic, non-conclusive and not attacking responding aspects were discussed. For students, the use of enriching communication types was introduced: apart from Instruction & correction use: Encouragement, Rebuke, Entreaty & Warning. Well-defined instruction on expectations is paramount. Special aspects for this generation of students were suggested like spreading positivity, gentle firmness in guidelines, non-reactive responding and answering to the point approach.