



2019 BYU WOMEN'S CONFERENCE

Listening to Understand

Communication and Bridging the Generation Gap

Presented by Cheri Wright and Lori Bagley Burt

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Who are we?

I'M CHERI WRIGHT, RN



Wife to Dave, Mother to 3 great kids and 2 great in-laws, Grandma to 3 of the cutest red heads. 30+ years working with the chronic mentally ill.

2

Who are we?

I'M LORI BAGLEY BURT, CMHC



LICENSED CLINICAL THERAPIST

15+ Years Experience Working with Women, Families, and Teenagers. Private Practice Therapist. Wife and Mom of Twin 6 Year Old Girls.

LORIBAGLEYBURT.COM
Facebook Group #BeingEnough

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WHY?

Listening to Understand

RELATIONSHIP
COMMUNICATION
DEVELOP SKILLS/STRENGTHS
LEAD TO GOD

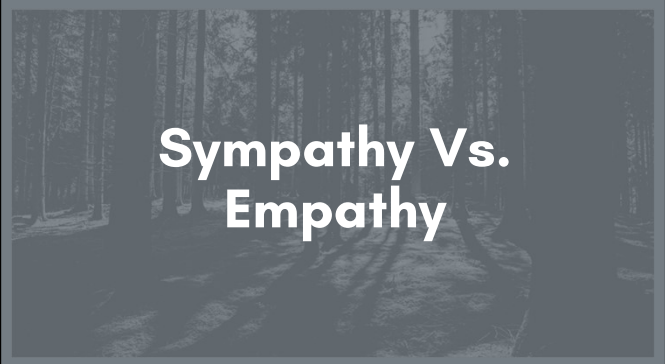
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BEING LED TO GLORIFY GOD

HOW WE LISTEN AND COMMUNICATE WITH OUR CHILDREN WILL TEACH THEM WHAT THEY CAN "EXPECT" IN THEIR RELATIONSHIP AND INTERACTIONS WITH GOD.

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Sympathy Vs. Empathy

6



RSA

SHORT

7



Rarely Can a Response Make Something Better. What Makes Something Better is Connection.

BRENE BROWN

8

“


"SARAH"
"My Mom Doesn't Have My Back."



9


“

"ALYSSA & KAREN"
"But that was some of my best parenting stuff!"



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Think You're a Great Listener ?



I Bet They Thought So Too...

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Your Day to Day Interactions Affects Your Child's Future

- Learns how to do interpersonal relationships first from parent
- Creates sense of self-esteem and worthiness from interactions and responses of parent
- Judges whether what they think/feel is good or bad based on parent's feedback (or lack of feedback)
- Future ability and interest in being open in relationships (sharing, communicating, and trusting) set by pattern of relationship with parents




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This Life is a Journey

We are here to learn and progress but we are not alone in this journey.

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"They that be with us are more than they that be with them" (2 Kgs. 6:16)

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"The Lord will surround and protect our young people with chariots of fire, as He did for Elisha, in the form of parents, grandparents, aunts, uncles, neighbors, leaders, and friends who will vigorously love them and lead them. Sister Sharon G. Larsen

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Our Savior

"GOD REACHES OUT TO US EVEN WHEN WE ARE STRUGGLING. WHEN WE ARE FAILING. IN FACT, WE MIGHT SAY THAT HE REACHES OUT ESPECIALLY WHEN WE ARE STRUGGLING & FAILING."

ELDER UCTDORF

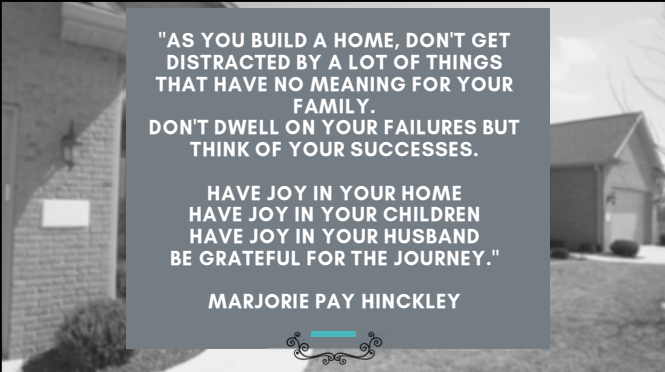


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"AS YOU BUILD A HOME, DON'T GET DISTRACTED BY A LOT OF THINGS THAT HAVE NO MEANING FOR YOUR FAMILY. DON'T DWELL ON YOUR FAILURES BUT THINK OF YOUR SUCCESSES.

**HAVE JOY IN YOUR HOME
HAVE JOY IN YOUR CHILDREN
HAVE JOY IN YOUR HUSBAND
BE GRATEFUL FOR THE JOURNEY."**

MARJORIE PAY HINCKLEY



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Points to Remember

- 1**
BEING A GOOD LISTENER IS TOUGH!
- 2**
BUILDING CARING RELATIONSHIPS IMPROVES LISTENING.
- 3**
THERE ARE WAYS WE CAN IMPROVE OUR LISTENING.

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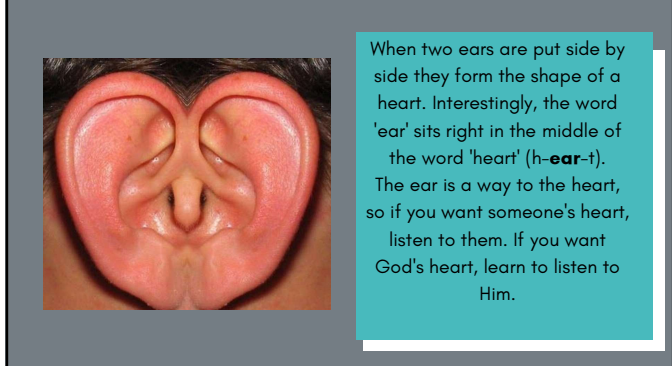


Hearing vs Listening

Hearing is the ability to hear sounds.

Listening is an action word.
To take notice on what someone says; and be ready to respond.
To make an effort to hear something.

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When two ears are put side by side they form the shape of a heart. Interestingly, the word 'ear' sits right in the middle of the word 'heart' (h-**ear**-t). The ear is a way to the heart, so if you want someone's heart, listen to them. If you want God's heart, learn to listen to Him.

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"When we listen we see into the hearts of those around us..."
Sister Rosemary M. Wixon

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Study on Listening

THINGS THEY LEARNED:

- People in general don't know how to listen
- We remember about half of what we hear
- We think faster than we talk
- We can listen and still have spare time to think
- How we use our "spare time" holds the answer to how well a person can concentrate.

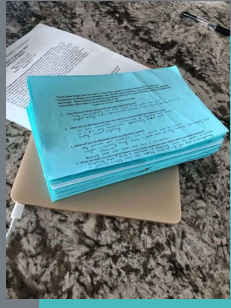
(Dr. Ralph Nichols- Harvard Business Review)

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Questions:

HOW DID YOUR PARENTS SHOW THAT THEY WERE LISTENING TO YOU?

WHAT DID YOU LIKE ABOUT THE WAY YOUR PARENTS COMMUNICATED AND LISTENED TO YOU?



Responses:

- *One on one time, giving personal time for me alone.
- *They involve me with the family.
- *Quality time: Activities, family togetherness, camping, etc.
- *I took my father on a date and my mother waits up for me- gives us both one on one talks.
- *Family Councils
- *Date nights with my dad. Showed they cared and were listening.
- *Giving personal time for me alone.
- *They gave me their undivided attention.

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"Talking, listening, and encouraging do not happen quickly. They cannot be rushed or scheduled- they happen best along the way. They happen when we do things together: work together, create together, and play together."

Sister Rosemary M. Wixon

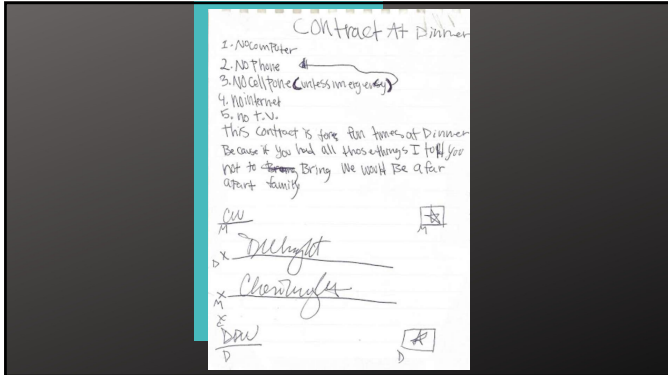


More Responses :

- *Passionate about things I am passionate about.
- *I liked how they made me feel important.
- *Validated my feelings even if I was wrong or in the wrong.
- *They gave me their undivided attention.
- *They purposefully set aside time to be with me, and stepped away from distractions (work, house chores, phone, TV, etc).
- *They put down things that would be distracting. Example: paused TV, put down book, took a break from cooking, cleaning. Put away phones.

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More Responses :

- *Asking me in an inviting way, if anything was off at the time and when I did talk they gave all their attention.
- *Ask personal/relevant questions & wait for a response.
- *Eye contact.
- *Effective feedback, basically summed up our conversation.
- *They asked questions & remembered important things in my life & talked to me about it.
- *They responded to what I was saying.
- *Follow up later.
- *Validated my feelings even if I was wrong or in the wrong.
- *My parents show they listen by following up with a conversation we had & by reaching out to me after talking with them.
- *Made physical contact, respond back (full sentences, not just "uh-huh").
- *Give advice/share a similar story/situation.
- *They remember the things I said before.

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More Responses :

- *My parents would sit down whatever project they were working or invite me to help them and they would ask me follow up questions.
- *They always support what I am wanting to do and they continue to bring up my goals & ambitions.
- *When I call them they always answer.
- *They acknowledged me and made eye contact and were involved in the conversation.
- *They showed interest and importance to what I said.
- *They allowed me to express all of my thoughts and feelings without interrupting.
- *When they did listen they would pull us aside, that way we would have privacy.
- *Give me all options-but ultimately it's my choice.
- *Restate what I said to reassure me they were listening.
- *Sometimes I felt they weren't listening, but they would show later on with their actions they were listening.
- *Establish a relationship of honesty & trust so I feel very comfortable approaching them.

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"Willingness to be available when I need to talk."

"Love is listening when they are ready to talk-midnight, 6 AM on their way to seminary, or when you're busy with your urgencies."



Sister Sharon G. Larsen

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More Responses:

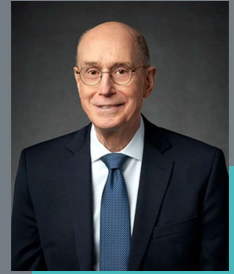
- *They didn't depend on me coming to them- they came to me.
- *Communicate with respect.
- *Calm and thoughtful.
- *No scolding or judgment.
- *It was sincere.
- *Never judgmental.

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"Because none of us is perfect and feelings are easily hurt, families can become sacred sanctuaries only as we repent early and sincerely.

Parents can set an example. Harsh words or unkind thoughts can be repented of quickly and sincerely. A simple "I am sorry" can heal wounds and invite both forgiveness and love."

President Eyring



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More Responses :

- *Repeatedly told I am loved & they are proud of me.
- *I liked how they made me feel important.
- *Supportive of all ideas/offered thoughts.
- *They stopped what they were doing & made eye contact with me & engaged themselves in the conversation.
- *It was hard to find time I felt they were listening. The best way for me happened as I wrote them notes or letters. I found it easier to gather my thoughts and feelings and express them. They would sometimes write me back. Going on walks around the neighborhood together was another good way.
- *They would not only talk directly to us but try to keep up with the ways we liked to communicate such as FaceTime, snapchat, etc. Not many people have a snapchat streak with their parents!
- *Mom uses past experiences to teach me how things go.

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More Responses :

- *Honest & straight forward opinions/perspectives.
- *My mom would ask if I wanted her opinion or if I just need to talk.
- *Gave full explanations of why such & such is a good or bad idea.
- *I like that they were willing to give me their real opinions & advice, but respectful of my opinion.
- *They help me with the things I'm struggling with. They also then teach with the Gospel & help me understand that Christ is always there with me and will forgive me.
- *They would often relate it to the gospel-help me know that Christ is always there and will forgive me.

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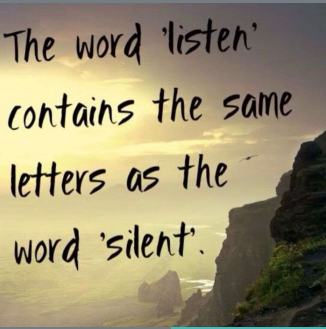
Challenge Yourself



Listen *AND* Validate


ONLY!

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The word 'listen' contains the same letters as the word 'silent'.

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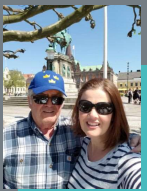


THEY NEED US TO LISTEN

Pay Attention, Look at Them, Don't Interrupt, Show Patience, Ask Questions, Validate/Respond

AND NOT INSERT OUR EXPECTATIONS

Withhold Lectures, Shaming, Judgement, Impatience, and Demands

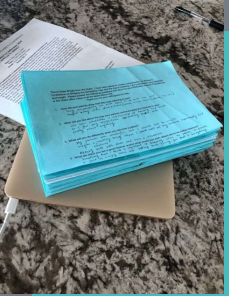


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Questions:

HOW DID YOUR PARENTS SHOW THAT THEY WERE LISTENING TO YOU?

WHAT DID YOU LIKE ABOUT THE WAY YOUR PARENTS COMMUNICATED AND LISTENED TO YOU?



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Responses :

- *In the role as a father, I would definitely like to be more understanding and just time to develop a relationship where my kids feel like they can be open. I think developing that relationship is really the key to communication.
- *Give my kids my undivided attention when they come to talk to me. Try to not always solve their problems for them but help them as best as I can.
- *Talk about everything with my kids: drugs, sex, alcohol, loss of faith. That way if they ever have problems with those things they will know I understand, and they can talk to me.
- *Make my children's feelings important ask them, be present, withhold judgement & remember what it's like to be that age, relate to them.
- *Listen more, try to help them with solutions they come up with instead of try to convince them my solutions are the only way.

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More Responses:

- *I want to give my kids the chance to make mistakes and to let them choose how they'll live their lives. Regardless of if their adult lives do not coincide with mine.
- *I don't know, they did pretty good. I think just focusing on what each kid needs per their differences.
- *Take more time to ask questions and listen without trying to fix the problem.
- *My parents were wonderful, but I would love to create maybe a scheduled monthly thing where I would meet with m children individually and REALLY talk with them and have a discussion.
- *I want to make sure I ask questions so that I can better understand the person & who they are as well as why they do what they do.
- *Be neutral so my kid can decide things with our my influence.
- *More listening/less advice
- *Fewer secrets/off limits topic-OPEN communication
- *May sure I am patient.
- *Make my children's feelings important-important-ask them, be present, withhold judgment & remember what it's like to be that age.

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More Responses:

- *Try to be more active engaged with their interests/ hobbies.
- *Ask my kids more frequently how they are REALLY DOING!
- *Involve the gospel more 1 on 1, not pushing the gospel but listening how they view the gospel.
- * Try to act interested even when I'm not.
- *Express more love & concern for them, especially as a teenager/YSA.
- *Develop a relationship, is really the key to communication.
- *Teach them to earn \$ and work harder.
- *Explain the "why" of not doing something.
- *Teach children consequences, always with love.
- *Do PPI's-be loving and try to really listen.
- *Nothing, my parents were great!
- *Be more open, more communication.
- *Let kids come up with decisions of their own and then given my opinion/advice.
- *Have a lax curfew on weekends, home by 11:30.
- *I will try to do a better job with seeking to understand before being understood!

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More Responses:

- *Give more affirmation instead of becoming defensive.
- *Create a monthly (scheduled) thing when I meet with my children individually.
- *Try to bridge the gap, have more openness on sensitive topics, try to build trust & friendship.
- *Don't wait for kids to ask, but seek out what they need.
- *I will spend more time listening for the sake of letting the other person be heard. I often felt because my parents cared about me, they tried to impose their goals onto me.
- *Meet weekly with my children for any concerns e all. Family councils.
- *Not treat adult or sensitive topics as taboo.
- *Spend time talking when doing activities.
- *Take more time to ask questions & listen without trying to fix the problem.
- *Follow the spirit to guide my children.
- *Don't let talk sessions turn into lectures.
- *More one on one time.
- *Don't interrupt.

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More Responses:

- *Be more understanding when they make mistakes, make myself more approachable.
- *Make children feel loved & safe to talk.
- *Give compliments.
- *More hands on activities.
- *I want to give my kids the change to make mistake and to let them choose how they'll live their lives. Regardless if their adult life does not coincide with mine.
- *Have kids lead more.
- *Involve kids more making rules for family.
- *Have a clean house :)
- *While I knew when they were listening, it didn't happen a lot, I would make sure that my kids know they can ALWAYS come to me.
- *I wish they would have helped me think through issues.
- *Not yell
- *Teach instead of preach
- *Not be on my phone as much.

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7 Non-Defensive Listening Tips

Adapted from Naomi Arnold's Non Defensive Listening: How to Listen to Understand

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#1

DON'T INTERRUPT

Don't persuade, defend, or interrupt. Be curious, be conversational, be real. And listen. -Elizabeth Lesser

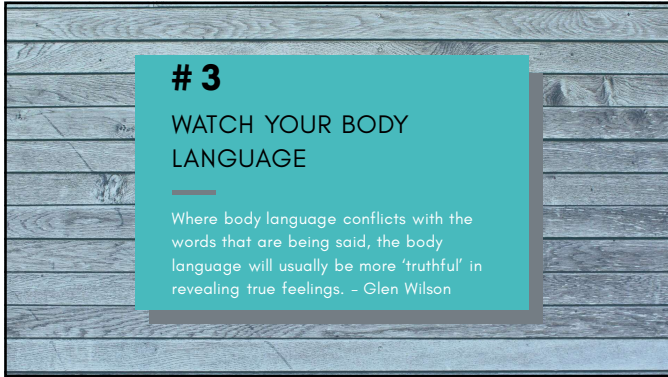
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#2

BE EMPATHETIC

Shame cannot survive being spoken... and being met with empathy. -Brene Brown

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3
WATCH YOUR BODY LANGUAGE

Where body language conflicts with the words that are being said, the body language will usually be more 'truthful' in revealing true feelings. - Glen Wilson

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4
DON'T PLAY 'WORD GAMES'

Debate is the death of conversation.
- Kitty O'Neill Collins

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5
BE AWARE OF BIASES AND PERCEPTION FILTERS

I know how it is when someone disappoints you. It's tempting to see things the way you wish they were instead of how they are. - Enchanted

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6
BE SELF AWARE AND WATCH YOUR EMOTIONS

Speak when you are angry and you will make the best speech that you will ever regret. - Ambrose Bierce

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#7
**LISTEN TO UNDERSTAND,
RATHER THAN TO
RESPOND**

Most people do not listen with the intent to understand; they listen with the intent to reply. - Stephen Covey


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8 (bonus)
APOLOGIZE

An apology is a lovely perfume, it can transform the clumsiest of moments into a gracious gift. - Margaret Lee Runbeck


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With the gift of the Atonement of Jesus Christ and the strength of heaven to help us, we can improve, and the great thing about the gospel is we get credit for trying, even if we don't always succeed. - Elder Holland



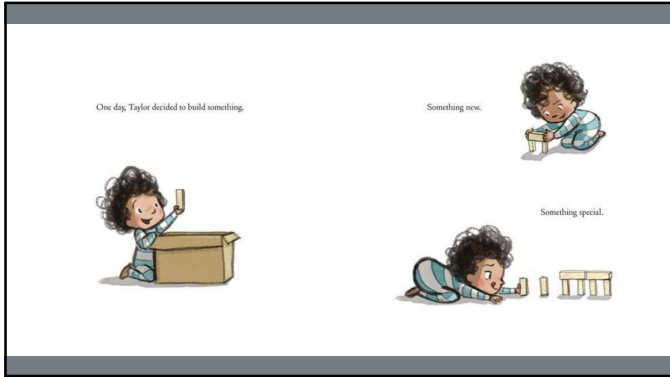
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THE RABBIT LISTENED



CORI DOERRFELD

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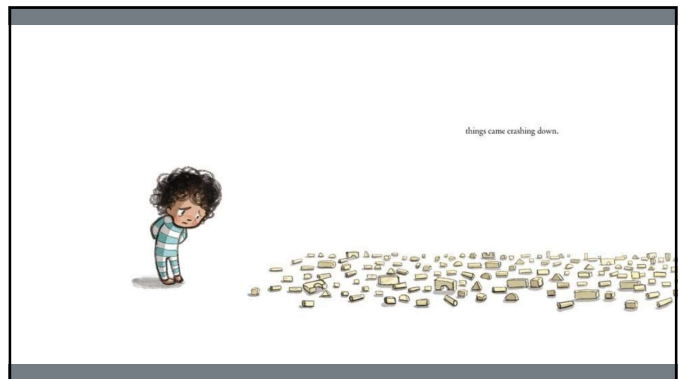
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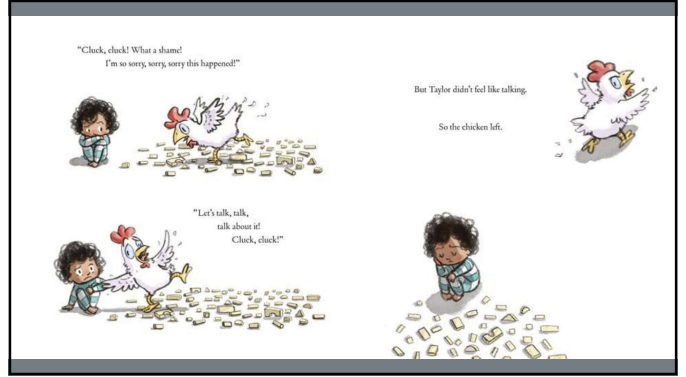
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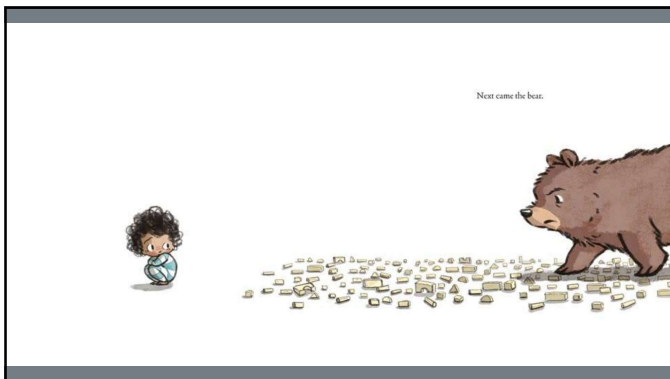
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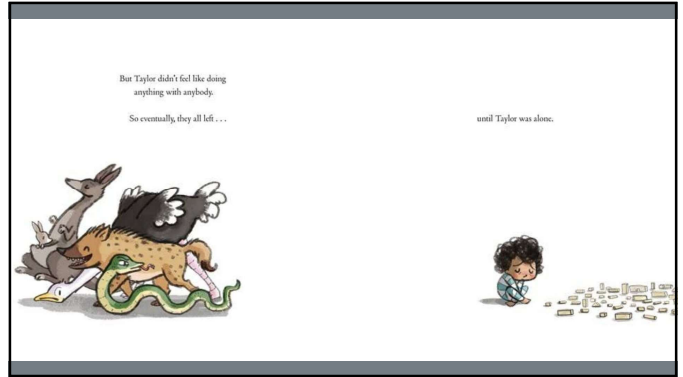
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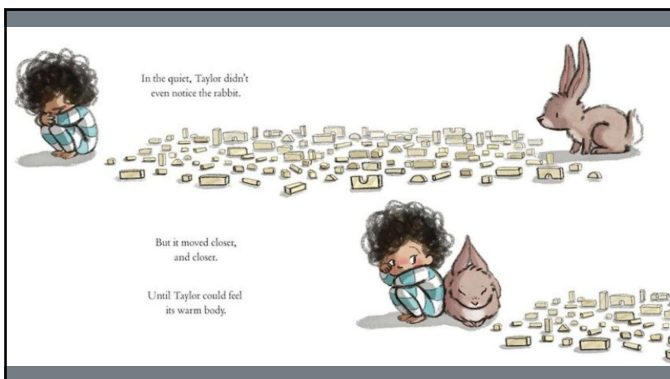
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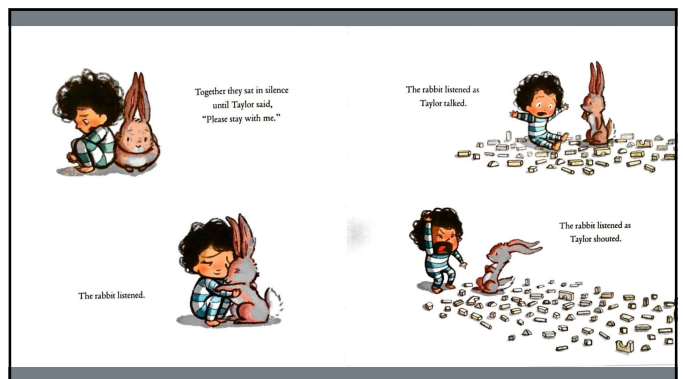
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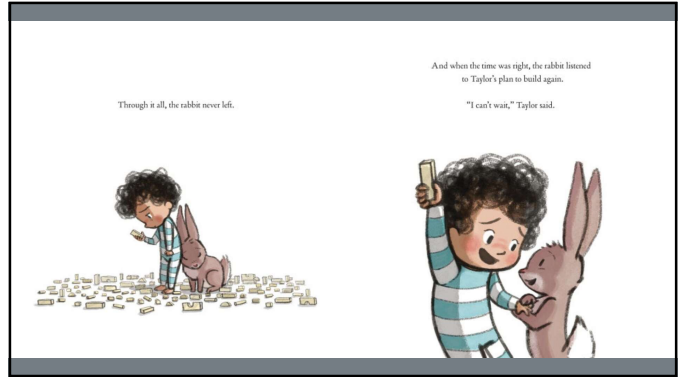
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