

“ANY PROBLEM, BIG OR SMALL, WITHIN A FAMILY, ALWAYS SEEMS TO START WITH BAD COMMUNICATION. SOMEONE IS LISTENING.”

Emma Thompson



## ACTIVE LISTENING EXAMPLE

Keira: Ugh. You will not believe what happened today at school! Molly was totally ignoring me while we were at lunch today.

Mom: Oh! Tell me what happened!

Keira: I came to the lunchroom a little late because I had to talk to my teacher after class and when I got there, Molly was talking with the other girls and didn't even say hi to me.

Mom: That's tough. I'm sure you must have felt really rejected when she didn't even say hello.

Keira: Yes! I sat down and started eating and she totally had her back turned to me and was completely leaving me out!

Mom: Oh my goodness. I am so sorry. How did that make you feel?

Keira: Terrible! I felt invisible. My best friend doesn't even care about me! It was awful.

Mom: I bet. Do you feel like you want to do anything about it?

Keira: I don't know. I mean maybe. It really hurt my feelings.

Mom: What would make you feel better?

Keira: I think I'm going to facetime her and talk to her about how it made me feel. But I don't know, what if she doesn't want to be friends with me anymore?! I don't even know if I could handle that. Maybe I should just leave it alone and see if it's better tomorrow. Ugh. I just don't know what to do.

Mom: I can see why you are struggling. Both are good solutions. Which one would allow you to feel the most at peace?

Keira: I think calling her. If I don't, I will just worry about it all night long and won't be able to concentrate on my homework. Can we talk again after I call her?

Mom: Of course! I'll let you give her a call. I'll be in the kitchen whenever you're ready to talk again.