



Active Listening Skills in Interviews

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What to expect

Best case scenario

- ▶ Solve all your interview issues
- ▶ Improve your relationships
- ▶ Become a better person

Actuality

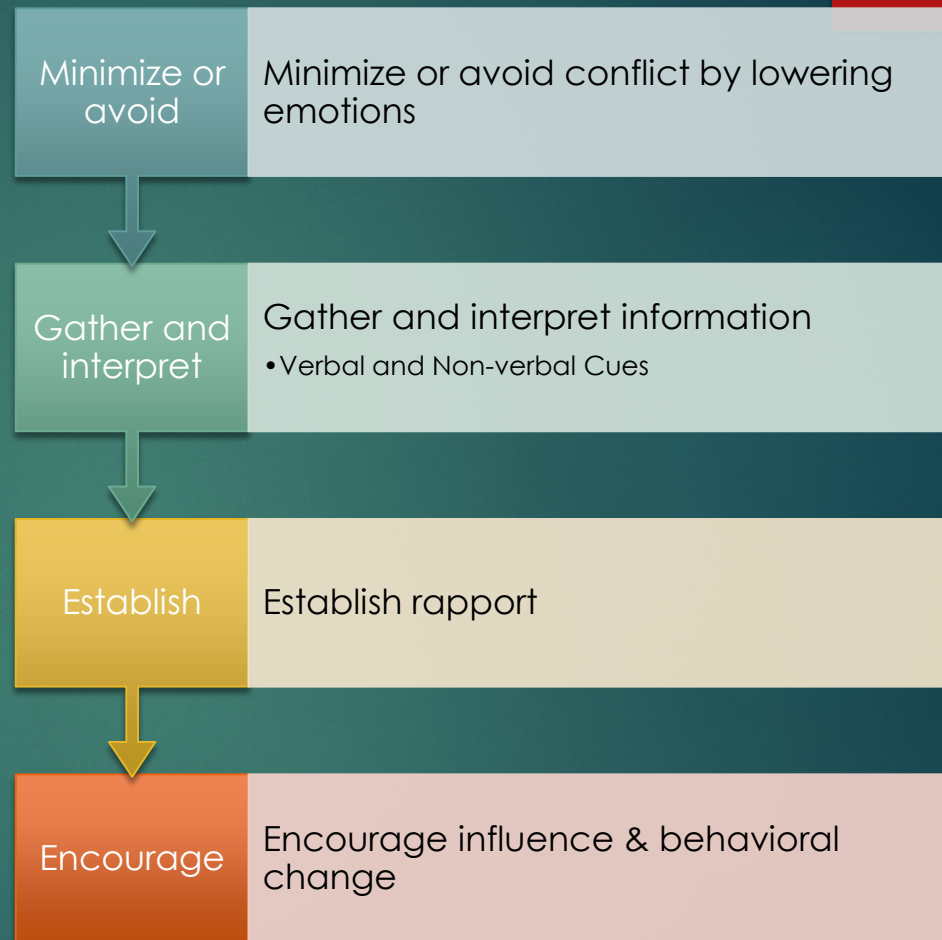
- ▶ Go in better prepared and more mindful
- ▶ Improve your communication skills
- ▶ Become a better listener

Another tool in your toolbox!

How Do We Normally Gain Information in Interviews?



Purpose of Active Listening



Active Listening Skills (ALS)

- ▶ **M**inimal Encouragers
- ▶ **O**pen Ended Questions
- ▶ **R**eflecting / Mirroring
- ▶ **E**motion Labeling

- ▶ **P**araphrasing
- ▶ **"I"** Messages*
- ▶ **E**ffective Pauses
- ▶ **S**ummary



**KEEP CALM
AND
EAT
MORE
PIES!!!!!!!**

Minimal Encouragers

- ▶ Brief responses that indicate you're listening
 - ▶ "Uh-huh"
 - ▶ "Mmm"
 - ▶ "Yeah"
- ▶ Non-verbal
 - ▶ Head nod/shake, eye contact, smile etc.

Warning- Can lead to mind wandering!



Open-Ended Questions

- ▶ Questions that require more than a “yes” or “no” response
 - ▶ Who, When, What, Where, How
- ▶ Closed-Ended/leading questions assume a known answer and can stop the speaker from expanding. Intended to limit.

Warning- “Why” can sound accusatory if said the wrong way.

Reflecting/Mirroring

- ▶ Repeating the last few words that were said
- ▶ Use voice inflection to make a statement or a question
 - ▶ Subject: “So, as you can see, I couldn’t have been there.”
 - ▶ Response: “Couldn’t have been there” or “Couldn’t have been there?”
- ▶ Non-verbal: body posture

Warning- Don’t be a parrot

Emotion Labeling

- ▶ Recognizing someone's fear, concern, anger, desperation, etc.
- ▶ Statement of emotions heard or perceived
 - ▶ "You sound scared"
 - ▶ "You seem confused"
 - ▶ "That must have been frightening for you"
- ▶ Humanizes you as opposed to "Prosecutor," "Attorney," "Agent"
- ▶ You don't have to be right!

Paraphrase or Summary

- ▶ Restating what you've heard in your own words.
 - ▶ Helps when witness has provided a lot of info in one dump
 - ▶ Helps ensure you actually understood
 - ▶ Allows a more concise statement if the witness agrees
 - ▶ Can be used to gradually walk a reluctant witness through the statement
- ▶ What it is not– putting words into their mouths.

Effective Pause

- ▶ Say nothing in response!!
- ▶ Can also be used immediately before or after something important that you're going to say.

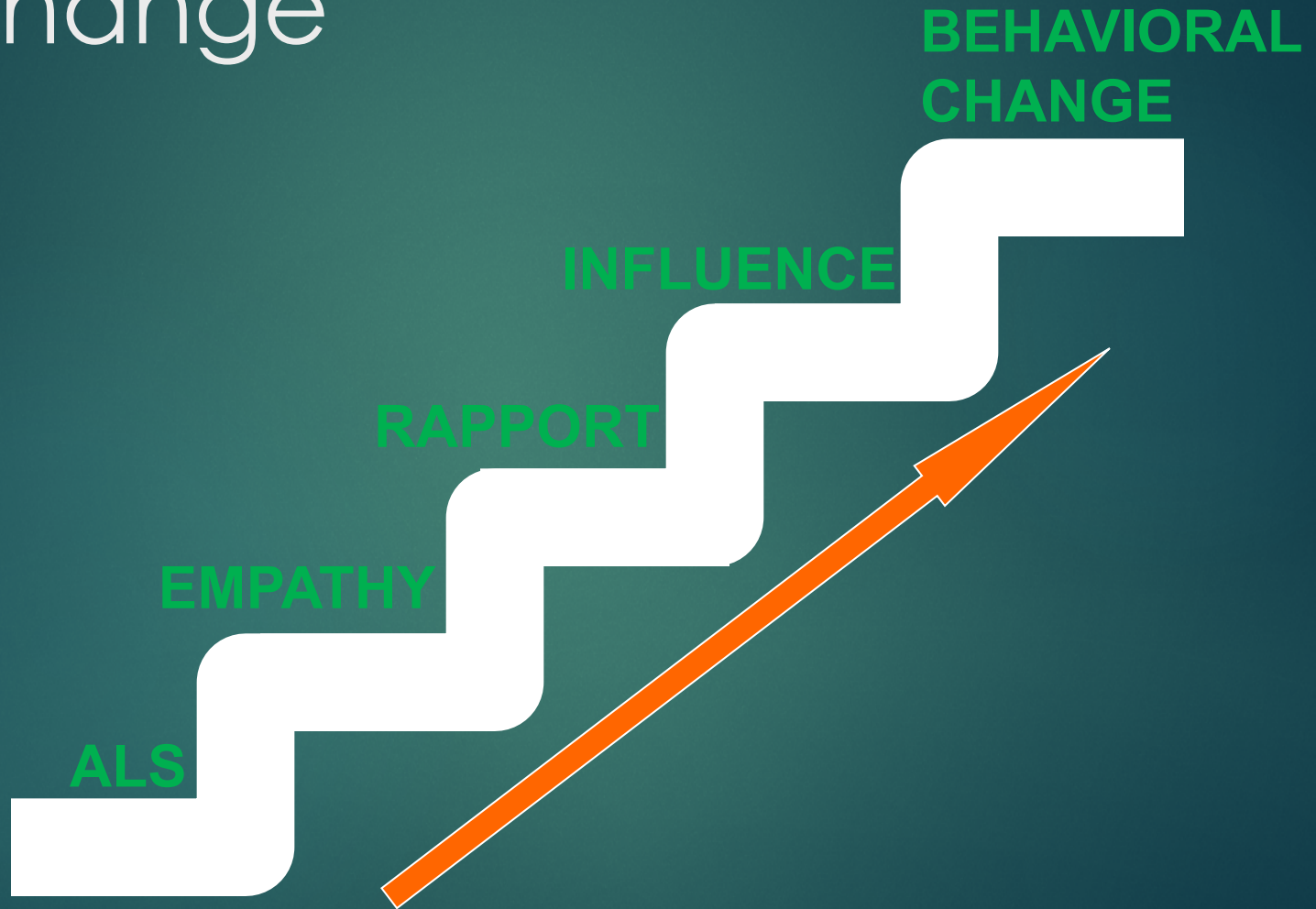
Warning- This will be harder than you think.



What ALS is not



Influencing Behavioral Change



Active Listening is the foundation that supports each step.

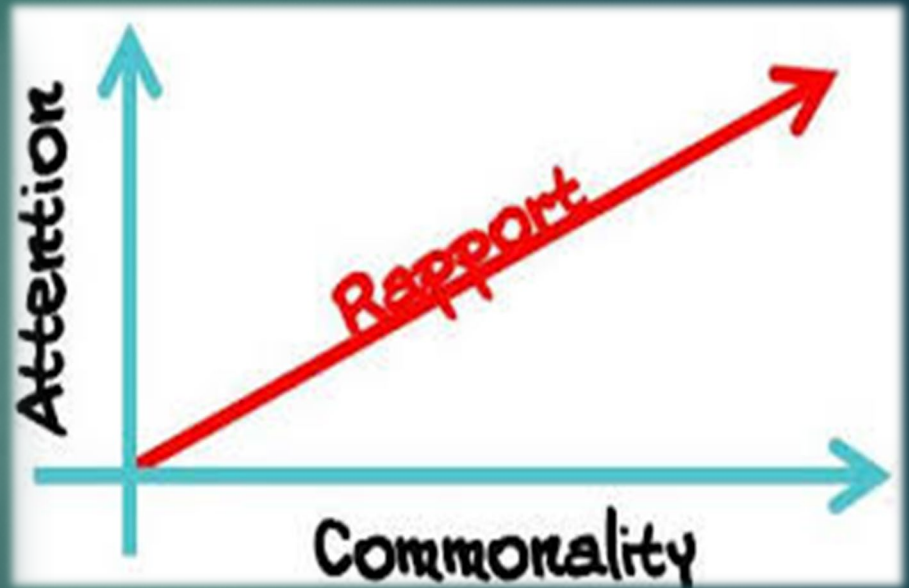
What is Empathy

- ▶ “Identification / understanding of another’s situation, feelings and motive”
 - ▶ **Understanding** is not Agreement
- ▶ Attempting to see the world through their eyes
- ▶ Empathy is not sympathy
 - ▶ Sympathy
 - ▶ “... an expression of pity or sorrow for the distress of another...”
American Heritage Dictionary

Rapport

Relationship of Mutual Trust

Rapport Building Secrets



What Change Are You Seeking?

- ▶ Are they a reluctant witness?
- ▶ Do you need a source?
- ▶ Are they the subject?
 - ▶ Do you seek a cooperator
 - ▶ Do you believe others are involved
 - ▶ Are there gaps in your investigation
- ▶ **Just to calm them to get them to share what they know**

ALS Plus



- ▶ **Tone-** 3x more important than what you say
- ▶ **Body Language-**
 - ▶ Eye contact
 - ▶ Body posture
 - ▶ Cultural awareness
- ▶ **Identifying “Hooks” or values** expressed by interviewee to motivate behavior
- ▶ **Language-** we don't all use words in the same way with the same meaning.



Pony

Things to Avoid in Interviews

- ❖ Presumptions
 - ❖ Facts and answers
- ❖ Lack of Preplanning and Organization
 - ❖ Outline with all input
 - ❖ Layout: room and seating
 - ❖ Who will “lead”
 - ❖ No “Table Tennis”
 - ❖ Who/how will notes be taken & documents marked
 - ❖ How to call for breaks

Things to Avoid cont...

- ❖ Being judgmental, unless that's an intentional strategy
 - ❖ “Reality Checks”
- ❖ Talking over one another
- ❖ Asking compound questions
 - ❖ Think of your notes, too
- ❖ Closing the interview without keeping the door open (figuratively)

Points to Remember



- ❖ To communicate well, we must listen well.
 - ❖ Spend more time listening than talking
- ❖ To be effective, active listening includes empathy and rapport.
- ❖ Once learned:
 - ❖ If not used, they diminish.
 - ❖ The more they are used, the better you become.
- ❖ Can be used in other aspects of life.