

Activity

Summarising for change - practising the skill

Purpose

To become more fluent in making summaries and summaries for change.

Description

Finding opportunities to practise.

Instructions

When you next find yourself in partial or even total disagreement with someone, try the following sequence.

- Hold back from expressing your point of view, or justifying something you have done.
- Listen to the other person. Invite more information, so that you fully understand their perspective. Use your reflective listening skills.
- When it appears that the other person has said what they need to say, offer them a summary. You might choose to bias it towards the points that you agree with, or perhaps those with which you are most willing to engage. Whatever you choose, the speaker is likely to welcome your focus and be grateful for the hearing you have given.

Summaries can contribute to greater understanding between two parties. Summaries enable you to influence the direction of a conversation.