



Why Active Listening Makes All the Difference for Speech-Language Pathologists

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Learning Outcomes

- **Build** an understanding of the difference between hearing, listening and active listening as it pertains to SLPs.
- **Gain** knowledge about the attributes of active listening, how it affects communication, impacts the therapy, and builds relationships.
- **Learn** least 3 active listening strategies you can use in conversations

The success of your students is linked to how effectively you, the SLP, listen.

➤ What is Communication?

➤ Difference between

○ Hearing _____

○ Listening _____

○ Active Listening _____



➤ **How and Why Active Listening Is An Important Skill for the SLP**

➤
➤
➤ **Six Active Listening Strategies**
➤
➤

1. Summarize/Paraphrase/Ask for Clarification

2. Open-Ended Questions

3. Yes...And.....

4. Perspective Taking

5. WAIT ---Why Am I Talking?

6. STOP –Stop, Take a Breath, Observe, Proceed

What Active Listening Attributes Did You Learn?

1. _____

2. _____
3. _____

Which Active Listening Strategies Will You Use....

When teaching students?

1. _____
2. _____
3. _____

When meeting with colleagues and parents?

1. _____
2. _____
3. _____



Peggy S. Bud, Communication Coach, Author, and TEDx Speaker (*Redefining the Parent-Teacher Relationship*) has 30+ years' experience as a licensed Speech-Language Pathologist and Administrator. Currently she coaches business leaders and parents, honing their verbal, non-verbal, and listening skills. She is the co-author of **Navigating Special Education, The Power of Building Positive Parent-Educator Partnership** and co-creator of a communication framework that ensures everyone has a voice at a meeting. She assists parents with the special education process. Peggy provides customized professional development training to her clients that come from various industries: medical, legal, financial, insurance, engineering, marketing, media, and education. She serves on the Board of a charter school and a Connecticut-based Nature Center. She has spoken at National Conferences, Women's Summits, Rotary Clubs, and Libraries. Her motto: It's more than what you say, it's how you say it.