

# Pointers for becoming an active listener:

1. Approach each participant with the goal to learn something from them.  
Think of the person as someone who can teach you.
2. Stop talking and focus closely on the speaker.  
Suppress the urge to think about what you're going to say next or to multitask.
3. Open and encourage the conversation.  
Encourage the conversation with broad, open-ended questions such as "Tell me more about that..." Avoid close-ended questions that can be answered with just a "yes" or "no."
4. Summarize what you hear and ask questions to check your understanding.  
Questions such as "If I'm understanding you..." or "Tell me if this is what you're saying...."
5. Encourage positive feedback.  
If you can see that a speaker has some trouble expressing a point or lacks confidence, encourage him or her with a smile, a nod or a positive question to show your interest.
6. Listen for total meaning.  
Understand that in addition to what is being said, the real message may be non-verbal or emotional. Checking body language is one way to seek true understanding.
7. Pay attention to your responses.  
Remember that the way you respond to a question also is part of the dialogue. Keep an open mind and show respect for the other person's point of view even if you disagree with it. Be aware of your body language.

Consider why people overtalk in meetings or gatherings?

- They need attention/support.
- They do not have clarity of thought to put all their ideas succinctly in a few sentences.
- They may be auditory learners. Auditory learners need to be able to hear themselves and others to understand and make sense of the topic in question.
- They are trying to avoid facing certain feelings they will need to face if they just listen quietly.
- They read a lot and are interested in many topics and need to share with others.
- They are lonely
- They may be trying to control the direction of the conversation.

How to assist someone to close a conversation (this can be challenging so come from a place of caring and support before you speak)

1. When setting up the group acknowledge everyone's presence and willingness to be there and that the aim is to allow everyone time to speak if they wish.
2. Engage enthusiastically to acknowledge someone's contribution. Sometimes people need to know they are being heard.
3. Ask a question such as "What was the outcome you reached?" "How did it all come together/ end up for you?"
4. Interrupt lovingly as they take a breath and acknowledge their conversation. Use a smile and positive body language to acknowledge their efforts and ask the next person to speak.
5. If more than one person is part of the conversation, ask questions and try and bring other people into the conversation. If this person does not let you, you may wish to gently interject with a soft comment such as "Perhaps we could hear what ..... has to say" and shift your eye gaze to the next person.
6. At the ¾ time mark note how much time is left and encourage quieter participants to join in (This can be a role for the observer).
7. Wriggle slightly in your seat and sit more upright with straight shoulders. This gives a visual cue to the speaker to conclude.

## ITEMS TO TAKE TO A DEATH CAFÉ / MEETING – (NOT ALL MAY BE NEEDED)

- COVID PLAN / HANDSPRAY
- SIGNAGE / TABLE SIGN
- SIGN IN SHEETS – NAME /MOBILE/EMAIL/PERMISSION TO ADD TO MAILCHIMP/COVID CHECK
- PENS
- CONTAINERS FOR USED PENS
- ALCOHOL WIPES / HAND SANITISER
- TISSUES
- BUTCHERS PAPER
- COLOURED PENS
- TABLECLOTH / FLOWERS FOR HALLS
- STICKER NAME TAGS
- TEA
- COFFEE

- SUGAR
- MILK
- DISPOSABLE CUPS – OR BRING YOUR OWN MUG OF COFFEE / TEA
- SPOONS
- FOOD / BISCUITS/ CAKE / FRUIT
- SERVIETTES
- PLATES – DISPOSABLE
- RUBBISH BAG
- DISINFECTANT SPRAY
- PAPER TOWEL
- COPY OF INSURANCE
- VENUE KEYS
- CONTACT DETAILS FOR VENUE OWNER /MOBILE?
- COPY OF THE DEATH CAFÉ INSTRUCTION BOOK AND SUPPORT NOTES
- EVALUATION SHEETS