



Language & Culture Animateur Training

Module 3: Self-reflection and Emotional Intelligence



Welcome!



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My learning goals



Take 2 minutes to record what you want to achieve from this session in your learning diary.



Module 3 contents:

We will look at:

- What it means to be open to other cultures
- The concepts of “empathy” and “active listening”
- The ability of suspending judgment
- Self-reflection: assessing your own openness and motivation

By the end you will you will be able to:

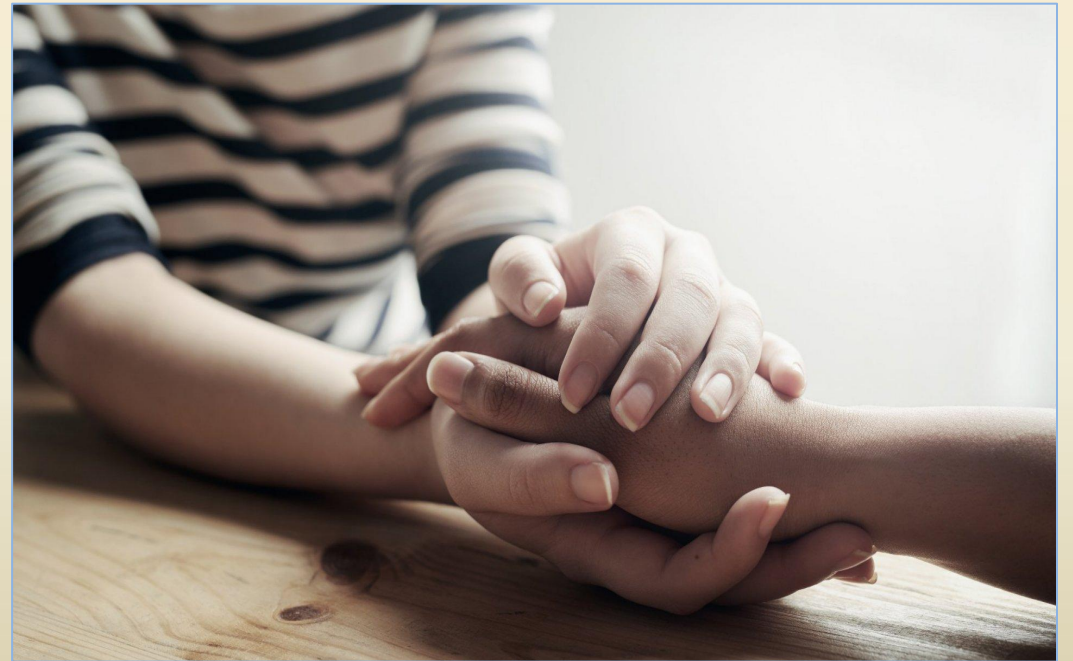
- ✓ Reflect on the your ability to feel and show empathy
- ✓ Practice “active listening”
- ✓ Reflect on your ability to suspend judgment and avoid stereotypes
- ✓ Assess your own openness to other cultures and motivation to work with intercultural groups

About Empathy



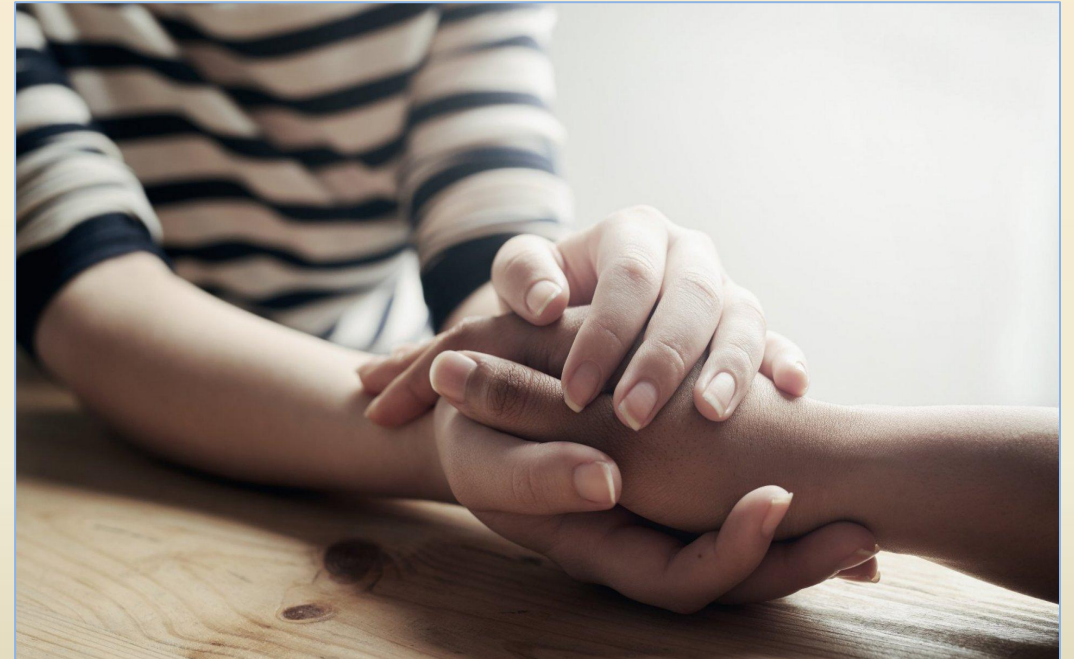
What do we mean by “empathy”?

Empathy is the **ability to emotionally understand what other people feel**, see things from their point of view, and imagine yourself in their place. Essentially, it is putting yourself in someone else's position and feeling what they must be feeling.



Different types of empathy

1. **Cognitive:** Simply knowing how the other person feels and what they might be thinking.
1. **Emotional:** When you feel physically along with the other person, as though their emotions were contagious.
1. **Compassionate:** With this kind of empathy we not only understand a person's predicament and feel with them, but are spontaneously moved to help, if needed.



Why is empathy needed by a Language & Culture Animateur?

1

In general, empathy is important to understand people's response to a new environment and new people, to things they hear or see, including other people's body language

2

Empathy is important for a **Language & Culture Animateur** in order to establish positive relations and good group dynamics, to create a welcoming environment where people feel they can express themselves and not be judged



Being a better listener

In **Module 2**, we looked at how we communicate:

- ✓ **Verbal communication is only 45% of the message**
- ✓ **Non verbal communication is 55% of the message that you deliver when you communicate**



Showing empathy: active listening

One fundamental way to show empathy
is to LISTEN ACTIVELY.
What does it mean?

*Active listening requires you **to listen attentively to a speaker**, understand what they're saying, respond and reflect on what's being said, and retain the information for later. This keeps both listener and speaker actively engaged in the conversation.

But this is not all...



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How to listen: give feedback!

Always give verbal and non-verbal feedback to show you are listening (e.g., smiling, eye contact, leaning in, mirroring).

And then...



Quick Break

Let's take a break.

In the next session we will look at some specific active listening techniques



How to listen: a technique in 5 steps

- #1 Be neutral and nonjudgmental
- #2 Be patient (periods of silence don't need to be "filled")
- #3 Ask questions to clarify
- #4 Reflect back what was said
- #5 Summarize

In the following slides, we will look at each of the above 5 points



#1 Being non-judgmental

WHAT DOES IT MEAN TO BE NON-JUDGEMENTAL?

Being non-judgemental does not mean that you are ignoring your own feelings or are being blind to their behaviour. It means that you are choosing to separate the person's behaviour from who they are as a person.

Ask yourself: Can you really be non-judgemental?

Being non-judgemental means observing objectively rather than imposing your own ideas of what is right or wrong about a particular behaviour or expression. Observing our own reactions as well as observing others' behaviour is a way to empathise with and understand rather than judge other people.



#2 Being patient

ACCEPTING PERIODS OF SILENCE

Silence often makes us uncomfortable and sometimes we feel a need to “fill it”.

- We often interrupt silence
- We often finish someone else's sentences

However, this can disrupt the other person's train of thought. Being patient and quiet allows the other person time to gather their thoughts and finish what they intended to say. It shows respect.

3 TIPS

- ✓ Keep quiet –accept being uncomfortable
- ✓ Look out for signals that the other person has finished talking
- ✓ Allow some “wait time” before responding



#3 Asking questions

The questions you ask will determine the kind of answer you receive. Hence, it is important to ask the right questions and to use different types of questions depending on what you want to know.

Type of question	Description / example
CLOSED	Narrow focus. Invites 'yes/no' or very short answers. "How old are you?". "Do you live in Brighton?"
OPEN	Encourages discussion. "How do you feel about that?" "What do you think of ..."
PROBING	"Exactly what happened next?" This could follow an "open" question to get further information
REFLECTIVE	"That confrontation with your customer bothered you?" Repeat back emotional content of a person's statement
LEADING	"I suppose you're sorry now are you?" This invariably leads to the answer you expect.
HYPOTHETICAL	"What would you do if ...?" Posing a hypothetical situation
MULTIPLE	String of questions/statement, often not helpful - better to break them up

Have a look at the Handout [here](#):

#4 Reflecting back what was said

It might feel unnatural, but restating or rephrasing what the other person has said **confirms your understanding** and gives them the **feeling of being heard**.

- it gives them the opportunity to clarify things or to elaborate on what they meant;
- they may realise that they didn't actually mean what they said;
- it can help you to refocus the conversation to a specific point you are keen to explore more.

#5 Summarizing

This is similar to “restating” but it is done at the end and provides both the speaker and the listener to ensure the message was correctly “sent” and “received”. **Its benefits are:**

- **For the speaker:** it gives them a chance to 'hear themselves', to review their thoughts and feelings from a more detached position, enabling them to gain more of an overview of what they have said.
- **For the listener:** it helps to acknowledge that their listening is not perfect (we do make mistakes and it is ok to do so) and that they care enough about the quality of their listening that they want to improve it through use of a summary.

N.B.: Avoid giving opinions about what was said: this inhibits effective communication as it is no longer a summary, but a commentary.



Practising active listening daily

Practising active listening techniques can be done in daily life, for example:

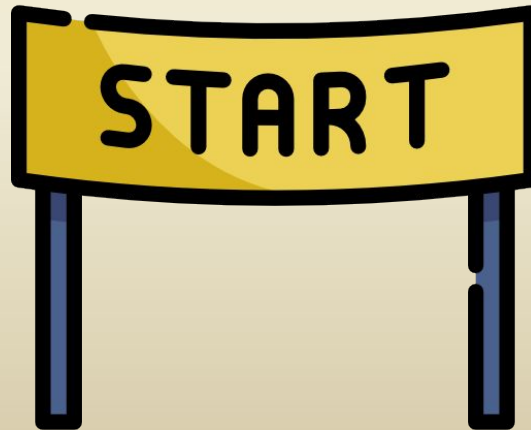
- ❖ sit down with a friend or family member and ask them to tell you about their day...
- ❖ Have coffee with a colleague and ask them to tell you about their first day at work...



As you listen to them, **focus on them** and their story, and **try to use active listening techniques**. It will come more naturally to you the more you practice.

BECOME A BETTER LISTENER!

Every conversation is an opportunity for you to
be a better listener!



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Self reflection

Think about your own motivation for working with people coming from different cultures:

- ☐ How open are you to work with them?
- ☐ How interested are you in finding out about them?
- ☐ How prepared are you to actively listen to them?

Go back to your initial self-assessment test results to see if your responses would be different today...



Write down your answers in you learning diary



Congratulations!

You've completed Module 3: Self-reflection
and Emotional Intelligence

Don't forget that in the [Learning Village](https://www.bridgemigrants.eu/en/learning-village), you will find
materials and resources to help and inspire.

Click here:

<https://www.bridgemigrants.eu/en/learning-village>



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