

Spring 2023

# SHELTER SUMMIT

+ FAST TRACKS

## Fast Track – Live Meeting 2 4/19/23

**Coordinated Care: The Secret Sauce to  
Ensuring Animals and People Get the Right  
Care in the Right Place**

Week 2: Active Listening and Building a  
Compassionate Culture

### TRACK COACHES:

**LEAD COACH:** Jennifer Toussaint, Chief Animal Control Officer  
at the Animal Welfare League of Arlington

**CO-COACH:** Kelly Bremken, Veterinary Social Worker at  
Oregon Humane Society



— MADDIE'S® —  
**MILLION PET  
CHALLENGE**

**Learniverse** 

# Crisis and Conflict

**Crisis** is defined as a time of intense difficulty, trouble, or danger.

**Conflict** is a disagreement or argument.



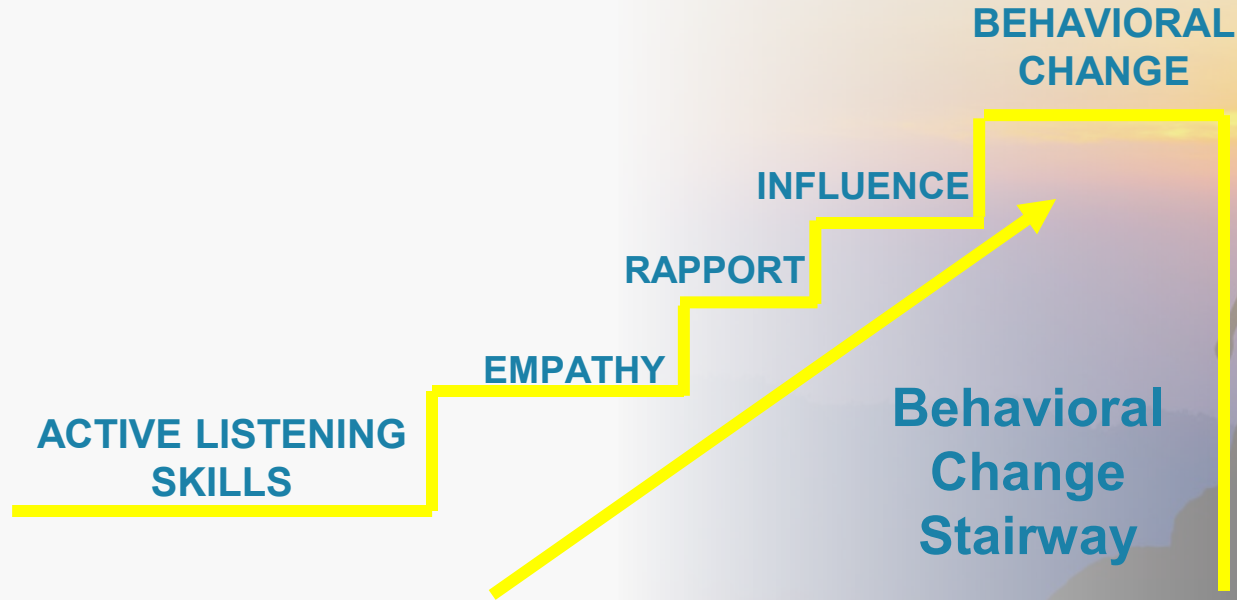
# Purpose of Active Listening

- Lower emotions
- Gather information
- Ground in empathy
- Establish rapport
- Encourage behavioral change, come to a joint understanding

BE AN  
ACTIVE  
LISTENER



# Climbing the Stairs Together



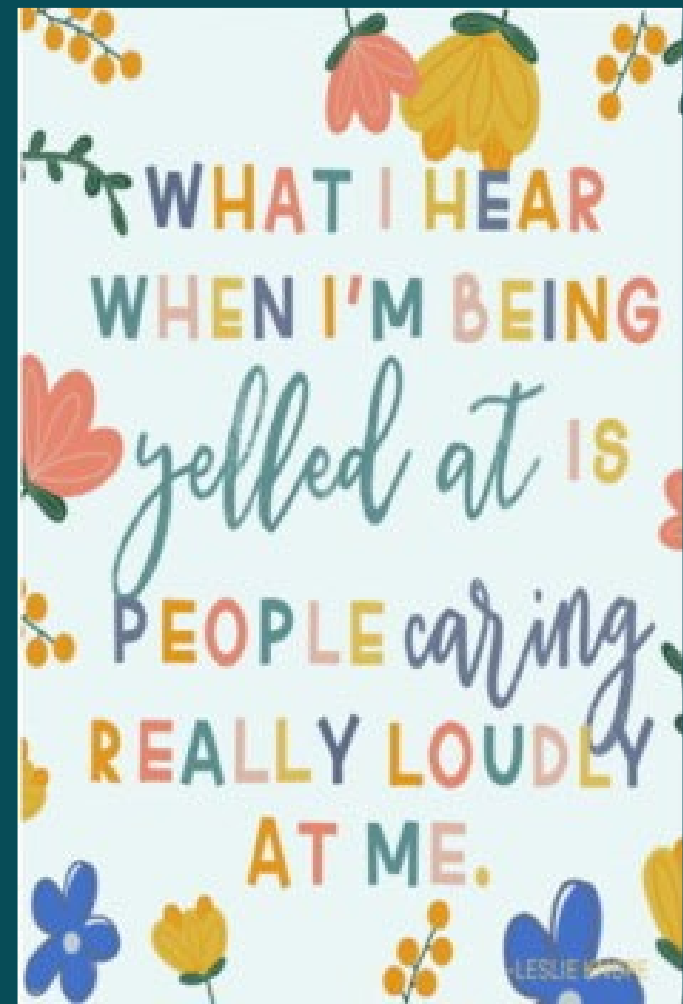
Credit: Dallas Leamon, Arlington CIT



# It's Not Personal

We are **not going to internalize** or take personally the response and feelings expressed by others.

We deserve to **set safe boundaries** but also understand feelings being expressed in our direction are **not a reflection of us**.



# Active Listening Skills

- Emotion Labeling
- Paraphrasing
- Mirroring/Reflecting
- Summarizing
- Open Ended Questions
- Minimal Encouragers
- Effective Pauses
- “I” Messages



# How To Start

## Setting the Right Foundation

- Garner the person's name while politely introducing yourself
  - Do not assume a relationship by using nicknames or shortened names
- Adjust your tone, stance, appearance as necessary and when safe. Be authentic and honest!
- Assess the environment to remove distractions and improve confidentiality

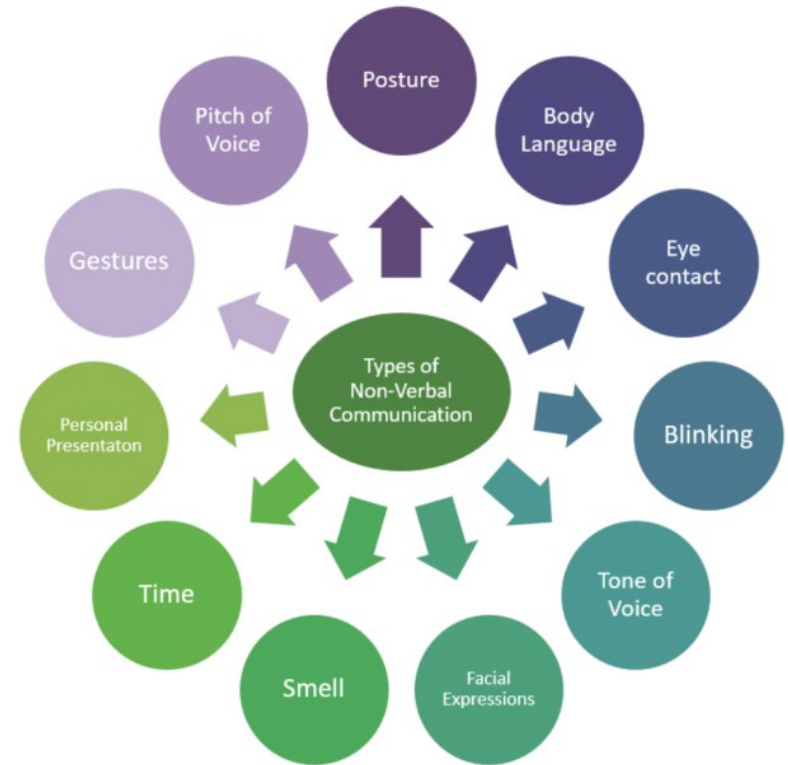


# Verbal vs Nonverbal Communication

How can we ensure we are not sending mixed Signals- your words and your body are saying two different things

- Posture, hands on hips or crossed
- Facial expressions, do you look exasperated or bored
- Eye contact
- Physical closeness, can you offer more space safely

Incorporating culturally responsive techniques is very important





# Barriers In Communication

- Criticizing, judging
- Engaging in a debate
- Threatening language
- Minimizing their feelings
- Not listening, i.e. formulating your response before you have heard and understand their situation
- Allowing distractions in the environment to interfere (checking your watch/phone counts)



# Tone of Voice

The **WAY** something is said (tone, inflection, rate) can be 5x more important than **WHAT** is said.

Tone of voice, demeanor, & projected sincerity are more important than any single phrase that you may use.

*“Communication is 38% is how I talk, 55% is how I look, 7% is the words I use.”*

-Albert Mehravian, Ph.D. of UCLA



# Emotion Labeling and Paraphrasing

Statement of emotions perceived (underlying emotions as well)

“You seem hurt...”

“I hear loneliness/frustration...”

“You sound upset...”

Adverse reaction? - Easy to back out of

BRIEFLY describe in YOUR own words what the consumer/person is saying to express understanding and attentiveness.

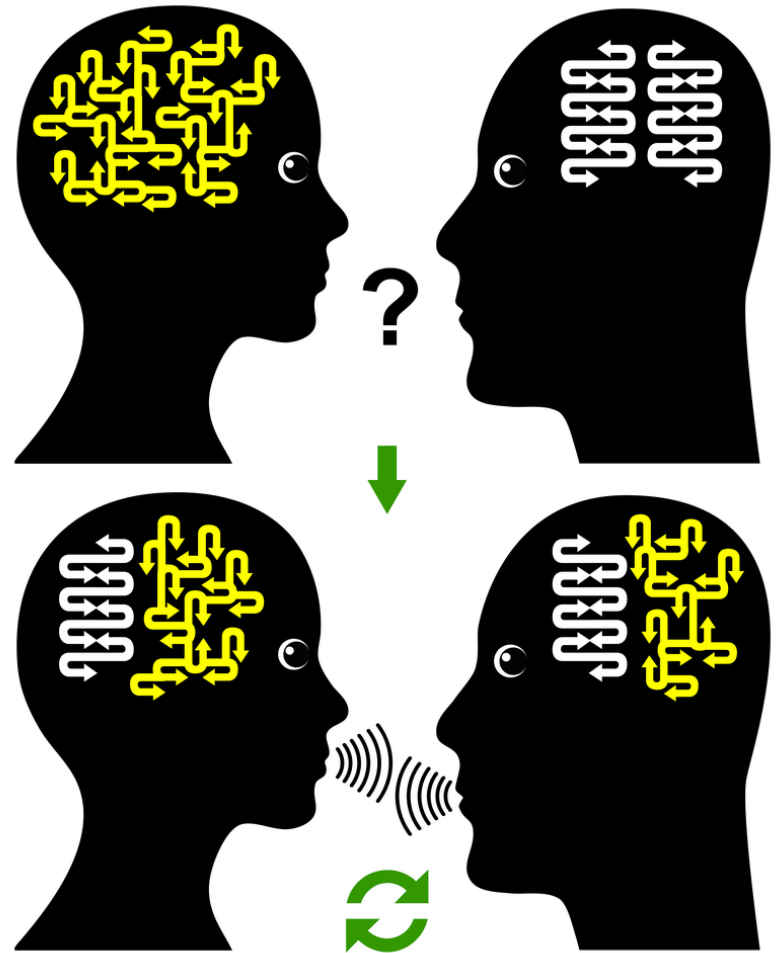
“What I’m hearing is...” “You feel that...”



# Mirroring and Reflecting

Really helpful initially while trying to build rapport

- Consumer/Person: “I am (pissed off) that my neighbors called you out here to check on my dogs, my dogs are fine and they know it. It really makes me angry when people get in my business.”
- Officer: “It makes you angry” (voice inflection up/down can encourage person continuing or express understanding) Can also increase rapport.



# Asking Open Ended Questions

**Questions that require more than a “yes” or a “no”**

**“What...?” “How...?” “When...?”**

What happened to you and your pet today?

How would you like this to work out.....?

How can I help you today?

When did you begin to feel this way?

**This will help:**

Conveys a sincere interest in gaining understanding

Gives an opening for responsive feedback without overdirecting

Limits feelings of interrogation/judgement/over questioning



# Minimal Encouragers

“Yes... Yeah... Ok... Uh huh....”

Keeps the conversation moving and the community member/client talking because you seem attentive to what they are saying. People want to be heard!

Warning- **Do not overuse:** will lead to lack of understanding, the conversation going off track, you losing attention to content of what is being said, dis-trust

Great tool when combined with other skills!



# Summary

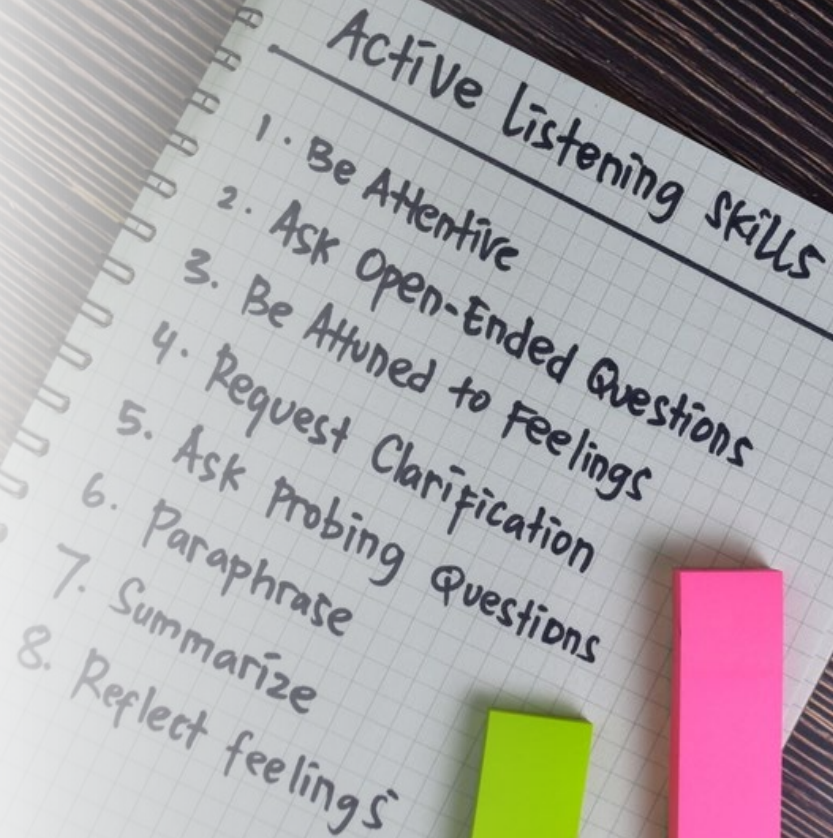
“A great “check-in” tool during extended conversation/de-escalation

Ok so what I've heard so far is... Is that correct?”

DO NOT: problem solve, go off topic, add personal judgements, make inferences or self-orient

(e.g.- You arrive a situation where someone's pet passed away and you respond by telling the story of the last pet you lost)

Empathy/tone/authenticity is important

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- Active Listening Skills
1. Be Attentive
  2. Ask Open-Ended Questions
  3. Be Attuned to Feelings
  4. Request Clarification
  5. Ask Probing Questions
  6. Paraphrase
  7. Summarize
  8. Reflect feelings

# Creating Rapport and Following Up

Do not make promises you do not intend to keep!

Phrases/Comments Damaging to Establishing Rapport: “I understand” “I know how you feel”  
“Calm down” “You should/shouldn't..” “I think..”  
“Why”

Better Phrases/Comments: “I’m listening” “I’m here to help” “I can tell how (X) you are”

Trust is gained with consistency. If you promise to follow through in a certain way- do so!





# What Does This Look Like For Us?



# Breakout Group Activity

We are going to go into Break Out Rooms- maximum of 3 people per room for 5 minutes

Speaking briefly, describe a time when you were having a hard time coming to common ground with someone- this could be a community member/client, colleague, or personal friend

What skill did you hear today that you think might have improved that communication? How might you consider implementing this in the future?



# Report Out

**What resonated with everyone?**

**Where there any shared experiences?**

How did or could active listening have improved what came up for you. Where in your work are you hoping to be able to apply some of the skills we have learned and reviewed today?



# Next Steps – Meetings and Office Hours

- Upcoming Live Meetings  
Thursdays (and on-demand after)
  - ~~March 30th, 11 AM Pac~~
  - April 20th, 11 AM Pac
  - May 4th, 11 AM Pac
  - May 18th, 11 AM Pac

- Upcoming All Welcome Office Hours  
Wednesdays (and on-demand after)
  - ~~April 12th, 9 AM Pac~~
  - April 26th, 9 AM Pac
  - May 10th, 9 AM Pac
  - May 24th, 9 AM Pac



# See you again soon!

- **Share info** on this Fast Track with your team (meeting registration link)
  - <https://sheltermedicine.zoom.us/meeting/register/tZUvduurrT4iE9UKlsg4WkBeNNfaDMRacWmz>
- Check out our **other Fast Tracks** –
  - [www.sheltersummit.com](http://www.sheltersummit.com)
- Visit this Fast Track's **home base at Maddie's University** to access meeting schedules, meeting recordings, resources, slide decks, etc.
  - [https://university.maddiesfund.org/p/MMPC\\_Learniverse\\_Spring\\_2023\\_Shelter\\_Summit\\_Fast\\_Track\\_Coordinated\\_Care](https://university.maddiesfund.org/p/MMPC_Learniverse_Spring_2023_Shelter_Summit_Fast_Track_Coordinated_Care)

next time