

Using the Speaker-Listener Technique to Build Stronger Two- Parent Households and Improve TANF Participant Outcomes

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What is the Speaker Listener Technique?

- A structured communication technique in which one person speaks while the other listens and reflects back what they hear before switching roles.
- The listener's role is to *only* listen while the speaker is talking.



Benefits of the Speaker-Listener Technique

- Strengthens parents' communication and relationship
- Improves essential workplace soft skills
- Promotes greater family stability

Improves communication clarity

Promotes active listening skills

Helps to reduce conflict and strengthen connection

Promotes a positive communication and conflict resolution style

Opportunities for Case Managers to Practice with Families

TANF programs and case managers can implement the speaker-listener technique by

Explaining its purpose

Incorporating role-play demonstrations

Integrating it into daily sessions to encourage active listening and reflection



Consistent practice fosters a supportive environment where participants—and their families—develop stronger communication skills, making reflective dialogue a natural part of their interactions



Opportunities for Families to Practice

- Discuss advantages and challenges of the technique.
- Encourage participants to experience both speaker and listener roles.
- Support continued skill-building through debriefing and discussion.

Thank you!

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