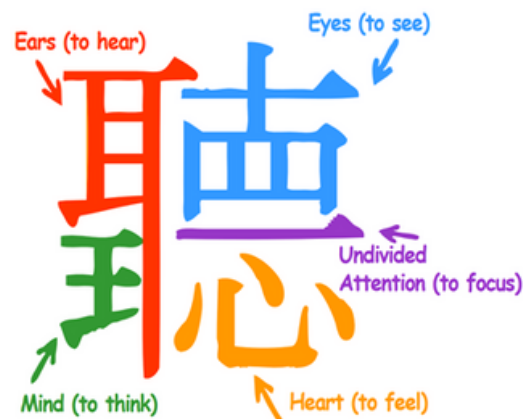


Steps in Active Listening

1. Give the speaker your undivided attention: be present and seek to understand what they are trying to say
2. Show that you are listening (nodding, use encouragers like hum, aha, yes, use open body language)
3. Use silence effectively (try not to interrupt)
4. Provide feedback (what I am hearing is...)
5. Defer judgement
6. Respond appropriately



What it's called	How to do it	Why do it	Examples of Active Listening Responses
Paraphrasing	Restate the same information, using different words to more concisely reflect what the speaker said	Tests your understanding of what is heard by communicating your understanding of what the speaker said. Allows the speaker to 'hear and focus on his or her own thoughts. Allows the speaker to see that you are trying to understand his/ her message and perceptions. Encourages the speaker to continue speaking.	"What I'm hearing is... Sounds like you are saying..." "I'm not sure I'm with you but..." "If I'm hearing you correctly..." "So, as you see it..." "It sounds like what's most important to you is..."
Clarifying	Invite the speaker to explain some aspect of what she or he said.	Gives the speaker the opportunity to elaborate and clarify what was said. Gives you the opportunity to identify anything that is unclear and to check the accuracy of your understanding.	"I'm not sure I quite understand; or do you mean that...?" "Can you say more about...?" "You have given me a lot of information, let me see if I've got it all..."
Reflecting	Relaying what was said back to the speaker to show that you understand how he/ she feels about something.	Deepens understanding of feelings and content. Allows the speaker to see that you are trying to understand his/ her message and perceptions.	"I get the sense that you might be feeling afraid about what might happen if..." "To me, it sounds like you're frustrated about what was said, but I'm wondering if you're also feeling a little hurt by it..." "It seems like you felt confused and worried when that happened..." "So, you're saying that you were feeling more frightened than angry..."
Summarising	Identify, connect and integrate key ideas and feelings in what the speaker said.	Helps both listener and speaker identify what is most important to the speaker.	"Let me summarise what I heard so far..." "So, on the one hand...but on the other hand..." "I think I've heard several things that seems to be important to you, first..., second..., third..." "It sounds like there are two things that really matter most to you..."

Examples of Roadblocks to Good Listening

Fixing	Evaluating	Diverting	Interrupting
Ordering Suggesting Advising Diagnosing	Judging Threatening Praising Condemning Taking sides Giving opinions	Reassuring Changing the subject Focusing on your own agenda Minimising	Interjecting comments Not allowing speaker's own pace Tuning out Creating/ responding to distractions Cross-examining

Tips for Active Listening

Do's	Don'ts
Listen more than you talk Let the speaker finish before you respond Ask open-ended questions Remain attentive to what's being said Be aware of your own biases Manage your own emotions Be attentive to ideas and problem-solving opportunities Giving verbal and nonverbal messages that you are listening Listen for both feelings and content	Dominate the conversation Interrupt Finish the speaker's sentences Jump to conclusions Respond with blaming or accusatory language Become argumentative Demonstrate impatience or multitask Mentally compose your responses about what to say next Listen with biases or shut out new ideas

A Cheat-Sheet for "Feeling" Words

Concerned Desperate Confused Angry Frustrated Discouraged Annoyed Belittled Patronised Put-Down Understood Turned off Pleased Uncomfortable Resentful Misunderstood On the spot	Unimportant Resentful Misunderstood On the spot Unimportant Hopeless Encouraged Confident Envious Dissatisfied Worried Affectionate Resigned Tired Enthusiastic Puzzled Threatened	Stymied Hurt Astonished Overwhelmed Surprised Scared Terrified Upset Uncertain Important Guilty Blamed Content Shamed Defensive Discounted Embarrassed	Attacked Considered Intruded upon Intimidated Ignored Comforted Sad Anxious Disturbed Rejected In a blind Delighted Infuriated Ripped-off Betrayed Concerned Joyful
---	--	--	---

Naming emotions

