

Active Listening Techniques

Statement	Purpose	What We Do	Examples
Encouraging	<ol style="list-style-type: none">1. to set tone of cooperation2. to convey interest3. encourage the other person to keep talking	<ul style="list-style-type: none">- ask open-ended questions- don't agree/disagree- use neutral words	"Can you tell me more?"
Clarifying	<ol style="list-style-type: none">1. to assist speaker in providing useful information2. to get more information3. to help speaker see other points of view	<ul style="list-style-type: none">- ask open-ended questions- surface "yes, but..." resistance- keep asking questions until details are sufficiently clear	"When did this happen?"
Restating	<ol style="list-style-type: none">1. to show you heard and understood what was said	<ul style="list-style-type: none">- restate basic ideas, facts	"Let me see if I "In listening to you I think "I'm hearing you say" "It sounds like that... makes you feel..."
Reflecting	<ol style="list-style-type: none">1. to show that you understand how the person felt/feels2. to help the person evaluate his/her own feelings after hearing them expressed by someone else	<ul style="list-style-type: none">- reflect the speaker's basic feelings	"You seem very upset."
Summarizing	<ol style="list-style-type: none">1. to review progress2. to pull important ideas, facts and feelings together3. to establish a basis for further discussion	<ul style="list-style-type: none">- restate major ideas expressed including feelings	"These seem to be the key ideas you've expressed."
Validating	<ol style="list-style-type: none">1. to show respect2. to put into context for speaker the way their emotions affect the conflict	<ul style="list-style-type: none">- acknowledge value of their issues and feelings- show appreciation for their efforts and actions	"I appreciate your willingness to resolve this matter."