

Active Listening

Active Listening Involves:

- Listening (really listening).
- Trying to understand what the other person means and feels.
- Feeding back to the other person what you understood him/her to say.
- Communicating your acceptance of his/her feelings.

Active Listening Can:

- Encourage communication by sending a clear message of acceptance.
- Allow people to express (vent) and defuse feelings.
- Help to identify the real problem and facilitate problem solving.
- Encourage the person to think about the issue.
- Help the person understand that “feelings are friends.”
- Place the responsibility for solving the problem on the speaker.
- Promote relationships of honest, warmth and trust.
- Model good listening to other (and encourage them to listen also).

In using Active Listening you Must:

- Set aside enough time to really listen patiently.
- Genuinely accept the person’s feelings (no matter how different from yours or how wrong they seem).
- Want to help the person and be willing to take the time to really listen.
- Respect the privacy and confidentiality of whatever the person says.
- Trust in the speaker’s ability to solve his/her own problems (even when it takes him/her longer than you thought it would/should).
- Understand that everyone’s feelings are usually strong and they often change quickly.
- Understand that people usually cannot start out by sharing the real problem-active listening helps the speaker think deeper and clarify his/her own feelings.

Listening Styles to Avoid

- The intellectual: You feel that way because...
- The Advice Giver: You should go to a class and...
- The Cross Examiner: When did you decide this? Who influenced you?
- The Discounter: This is not such a big deal. Things could be much worse.
- The One-Upper: You think you day was bad... wait until you hear about mine.

Try to use “I” statements instead of “you” statements.



ACTIVE LISTENING TECHNIQUES

Statements that help the other person talk

Statement	Purpose	To do this	Examples
ENCOURAGING	<ol style="list-style-type: none">1. To convey interest2. To encourage the other person to keep talking	<ul style="list-style-type: none">- Don't agree or disagree- Use neutral words- Use varying voice intonations	<ol style="list-style-type: none">1. "Can you tell me more..."2.
CLARIFYING	<ol style="list-style-type: none">1. To help you clarify what is said2. To get more information3. To help speaker see other points of view.	<ul style="list-style-type: none">- Ask questions- Restate wrong interpretations to force speaker to explain further	<ol style="list-style-type: none">1. "When did this happen?"2.
RESTATING	<ol style="list-style-type: none">1. To show you are listening and understanding what is being said2. To check your meaning and interpretation	<ul style="list-style-type: none">- Restate basic ideas, facts	<ol style="list-style-type: none">1. "So you would like for your parents to trust you more. Is that right?"2.
REFLECTING	<ol style="list-style-type: none">1. To show that you understand how the person 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	<ol style="list-style-type: none">1. "You seem very upset."2.
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	<ol style="list-style-type: none">1. "These seem to be the key ideas you have expressed..."2.
VALIDATING	<ol style="list-style-type: none">1. To acknowledge the worthiness of the other person	<ul style="list-style-type: none">- Acknowledge the value of their issues and feelings- Show appreciation for their efforts and actions	<ol style="list-style-type: none">1. "I appreciate your willingness to resolve this matter."2.