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| **10 SKILLS FOR ACTIVE LISTENING** |
| **Skill** | **Behaviour** | **Do** | **Avoid** |
| **Attending, acknowledging** | Provide verbal or nonverbal awareness of the other person. | Face the speaker and maintain eye contact, nod, etc. | Looking around the room or fidgeting. |
| **Restating** | Respond to the person’s basic verbal message. | Repeat the phrase you would like clarified. | Changing the subject. |
| **Reflecting** | Reflect perceptions of content that are heard or perceived through cues. | Listen for what is not said. Respond with phrases such as, “So you feel that…” | Discounting or downplaying the speaker’s feelings. |
| **Interpreting** | Offer a tentative interpretation about the person’s feelings, desires, or meaning. | Keep an open mind about what you are hearing: trying to picture what the speaker is saying. | Assuming you know what the speaker is trying to communicate without listening. |
| **Summarizing, synthesizing** | Bring together feeling and experiences to provide a focus. | Repeat back what you heard briefly but accurately; paraphrase. | Elaborating on what the speaker is saying. |
| **Probing** | Question the speaker in a supportive way to request more information or clear up any confusion. | Wait for the speaker to pause to ask clarifying question; try “dangling” or open-ended questions. | Interrogating or challenging the speaker. |
| **Giving feedback** | Share perceptions of the person’s ideas or feelings, disclosing relevant personal information. | Wait three seconds, and then respond with phrases such as:“So you feel that…” or“I felt that way when…”. | Interrupting or offering solutions; preaching or teaching. |
| **Supporting** | Show warmth and caring in one’s own individual way. | Pay attention to what isn’t said – to feelings, facial expressions, gestures, posture, and other nonverbal cues. | Judging the speaker or rehearsing your response in your head while they are speaking |
| **Checking perceptions** | Find out if interpretations and perceptions are valid and accurate. | Check the accuracy of your perceptions with phrases such as, “I think that you are saying…” | Making assumptions or jumping to conclusions. |
| **Being quiet** | Give the person time to think as well as to talk. | Try to understand what the speaker is feeling and have empathy for the speaker. | Filling pauses; instead, let the speaker set the pace. |

**Active Listening**

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| **Skills** | **What do you do to illustrate this?** |
| **Being Present** |  |
| **Acknowledging** |  |
| **Silence** |  |
| **Paraphrasing** |  |
| **Reflecting** |  |
| **Clarifying** |  |
| **Recapping** |  |
| **Supporting** |  |