

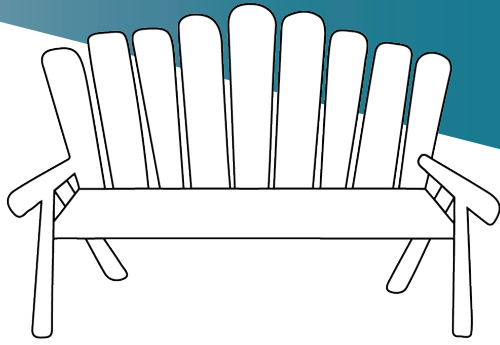
HOW TO BE AN ACTIVE LISTENER



LISTENING IS NOT
SOMETHING THAT JUST HAPPENS
[THAT'S HEARING]

passive absorption

LISTENING is an ACTIVE PROCESS, in which a conscious decision is made to listen and to try understand the messages of the speaker.



1. BE PRESENT

[undivided attention]

GIVE THE SPEAKER
ALL 5 SENSES
OF YOUR ATTENTION.

Show the speaker you are listening.

Have an open posture, maintain a comfortable level of eye contact, nod occasionally, encourage ongoing conversation by saying 'uh hu' or 'yes', use appropriate facial expressions.

2.

Restate or reflect the message that came from the speaker back to them.

PARAPHRASE

PROVIDE FEEDBACK

- Restate the message in a summary; do not parrot back to them.
- Ask related and relevant question; not loaded questions.
- Seek clarification and ask if you have heard correctly; accept misinterpretation and ask them to explain again.

3. RESPOND APPROPRIATELY

- Express empathy
- Be non-judgemental
- Use an appropriate tone of voice
- Do not attack, criticize or minimize
- Use **OPEN-ENDED** questions

Be okay with

SILENCE.

Silence is a response!

4.

ASK

OPEN-ENDED

.....?????? QUESTIONS

An open-ended question can't be answered with a "YES/NO".

Typically open-eded questions begin with:

HOW?

Most often enables talk about feelings and/or process.

WHEN?

Most often brings out the timing of the problem, including what preceded and followed it.

WHY?

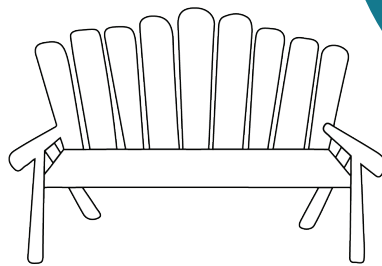
Most often brings out reasons.

WHERE?

Most often enables discussion about the environment and situations.

WHAT?

Most often leads to facts and information.



5.

BE DELIBERATE

with your listening (and questioning) and frequently REMIND YOURSELF that your goal is to

TRULY HEAR WHAT THE PERSON IS SAYING

