

## Active Listening Techniques

STATEMENT	PURPOSE/ WHY?	TO DO THIS...	EXAMPLES
<b>Involving</b>	To convey interest. To encourage a party to keep talking. To get more information.	Use non-judgmental words. Suspend judgment. Don't agree or disagree.	"So, tell me a little more about..." "So, tell me what you think about..."
<b>Clarifying</b>	To help test your understanding of what is said. To establish that a previous contribution has been understood.	Ask questions.	"Was that yesterday or the day before?" "So, are you saying that...?" "Did you mean that...?"
<b>Restating</b>	To show you are listening and understanding what is being said. To check your meaning and interpretation.	Restate basic ideas and facts.	"So, you would like _____ to trust you more, is that right?" "Both of you are interested in resolving this situation. Is that correct?"
<b>Reflecting Feelings</b>	To test your understanding of how the other person feels. To illustrate that you are aware of how the other person feels.	Reflect the speaker's basic feelings.	"You seem quite concerned." "You haven't said this, but you seem frustrated. Am I reading that right?"
<b>Summarizing</b>	To review progress To pull together important ideas and facts. To establish a basis for further discussion.	Restate major ideas expressed concisely.	"These seem to be the key ideas you're expressed: a, b..." "Let me stop here and make sure I have the main points."
<b>Validating</b>	To acknowledge the worthiness of the other person.	Acknowledge the value of their issues and feeling.  Show appreciation for their efforts and actions.	"I appreciate your willingness to resolve this matter."  "I appreciate the time and energy that all of you have spent on this."

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