ACTIVE LISTENING



STOP EVERYTHING YOU'RE DOING

- Put down the phone!
- Focus on what is being said

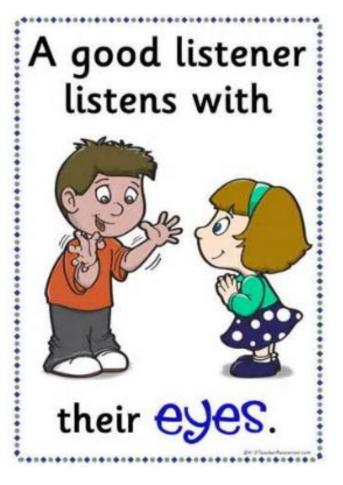
Don't get distracted



LOOK AT THE PERSON WHO IS SPEAKING

- Eye contact shows you are listening
- Eye contact shows you are trying to understand

 Too much eye contact is uncomfortable



STAY QUIET WHILE THE OTHER PERSON SPEAKS

Listen and try not to talk





ASK CLARIFYING QUESTIONS OR MAKE COMMENTS ABOUT WHAT YOU HEARD

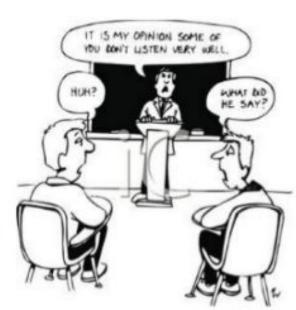
Details and specific information are needed

· Continue to ask probing questions until an understanding

is reached

Possible starters include:

- Tell me more about...
- What did you mean by...What I think I hear you saying...

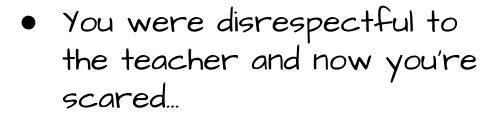


SUMMARIZE WHAT YOU HEARD THE OTHER PERSON SAY

Explanation:

Bringing together in some way experiences and feelings.

Examples:



 You're feeling on top of the world because you got an A!

