

ACTIVE LISTENING

Are you 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



A good listener
listens with



their **eyes.**

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 were disrespectful to the teacher and now you're scared..
- You're feeling on top of the world because you got an A!