

### ACTIVE LISTENING TECHNIQUES

TECHNIQUE	PURPOSE	METHOD	EXAMPLES of what you would say in a dialogue
ENCOURAGING	To show interest To allow the person to talk	Use non-judgmental words with a positive tone of voice	"I see. . . ." "That's interesting" "Uh-huh"
ELICITING	-To get information -To encourage the person to show their feelings and concerns -To have an open conversation	-Ask open-ended, not leading, questions -Don't agree or disagree -Use encouraging body language, such as nodding	"Tell me more about...: what you are worried about in this what is important for you
RESTATING	-To show that you are listening. -To verify your comprehension of what they've said	-Paraphrase the other's points -Avoid giving your own opinion -If you don't understand ask for confirmation	"So what you're saying is" "So the way you see it is. " "Would it be correct to say.?"
CLARIFYING	-To find out more about underlying concerns -To understand ambiguous or unclear statements	-Don't interrupt -Ask focused but open-ended questions	"I'm not sure what you mean by. . ." "Could you please explain more about..?" "can you explain why you believe that... ?"
EMPATHIZING	-understand events from others' perspectives - Show you respect their point of view	-Recognize others' experiences as valid. -Give acknowledgement rather than agreement	"I can see why you feel that..." "I can understand how you see it that way."
SUMMARIZING	To conclude the main ideas in the conversation	-Review issues which have been raised. -Highlight the most important matters	"So your view of this whole situation is..." "I understand that your concerns are..."
REFRAMING	-To transition into problem solving -To refocus the discussion	-Build on others' ideas in developing your proposals	"Let's think about how we could change the situation.. "Since we both value..."

	from past events to future goals -To encourage others to rethink positions	-Emphasize points of agreement and shared interests	let's see if we can..." "I'm sorry you feel that way, but I'm glad you raised the issue."
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