

## HANDOUT: ACTIVE LISTENING TECHNIQUES

TECHNIQUE	PURPOSE	METHOD	EXAMPLES of what you would say in a dialogue
ENCOURAGING	<p>To show interest</p> <p>To allow the person to talk</p>	<p>Use non-judgmental words with a positive tone of voice</p>	<p>“I see. . . .”</p> <p>“That’s interesting”</p> <p>“Uh-huh”</p> <p>“Mmm”</p>
ELICITING	<p>To get information</p> <p>To encourage the person to show their feelings and concerns</p> <p>To have an open conversation</p>	<ul style="list-style-type: none"> <li>● Ask open-ended, not leading, questions</li> <li>● Don’t agree or disagree</li> <li>● Use encouraging body language, such as nodding</li> </ul>	<p>“Tell me more about...”</p> <p>...what you are worried about in this</p> <p>...what is important for you</p>
RESTATING	<p>To show that you are listening.</p> <p>To verify your comprehension of what they’ve said</p>	<ul style="list-style-type: none"> <li>● Paraphrase the other’s points</li> <li>● Avoid giving your own opinion</li> <li>● If you don't understand ask for confirmation</li> </ul>	<p>“So what you’re saying is...”</p> <p>“So the way you see it is... ”</p> <p>“Would it be correct to say...?”</p>

<p>CLARIFYING</p>	<p>To find out more about underlying concerns</p> <p>To understand ambiguous or unclear statements</p>	<ul style="list-style-type: none"> <li>● Don't interrupt</li> <li>● Ask focused but open-ended questions</li> </ul>	<p>"I'm not sure what you mean by. . ."</p> <p>"Could you please explain more about..?"</p> <p>"Can you explain why you believe that... ?"</p>
<p>EMPATHIZING</p>	<p>Understand events from others' perspectives</p> <p>Show you respect their point of view</p>	<ul style="list-style-type: none"> <li>● Recognize others' experiences as valid.</li> <li>● Give acknowledgement rather than agreement</li> </ul>	<p>"I can see why you feel that..."</p> <p>"I can understand how you see it that way."</p>
<p>SUMMARIZING</p>	<p>To conclude the main ideas in the conversation</p>	<ul style="list-style-type: none"> <li>● Review issues which have been raised.</li> <li>● Highlight the most important matters</li> </ul>	<p>"So your view of this whole situation is..."</p> <p>"I understand that your concerns are..."</p>
<p>REFRAMING</p>	<p>To transition into problem solving</p> <p>To refocus the discussion from past events to future goals</p> <p>To encourage others to rethink positions</p>	<ul style="list-style-type: none"> <li>● Build on others' ideas in developing your proposals</li> <li>● Emphasize points of agreement and shared interests</li> </ul>	<p>"Let's think about how we could change the situation.."</p> <p>"Since we both value... let's see if we can..."</p> <p>"I'm sorry you feel that way, but I'm glad you raised the issue."</p>