

Active Listening Notes

Active Listening

Paying careful attention to what you hear and see when another person is talking to you, constructing the meaning of what that person says by restating her message or asking questions to encourage expression of underlying thoughts and feelings

Techniques for Active Listening

Reflecting: Saying back the essential meaning—key thoughts and/or feelings

- *"So you're thinking that..."*
- *"You feel...because..."*
- *"I'm hearing that..."*

Inquiring: Asking questions and checking out interpretations

- *"Can you tell me more about...?"*
- *"When you say...what do you mean?"*
- *"Why is... important to you?"*
- *"Is there another way to look at...?"*

Summarizing: Periodically pulling thoughts together (synthesizing) and testing what you have heard

- *"Let me see if I understand what you are saying..."*
- *"Sounds like you are concerned that..."*
- *"You seem to be expressing..."*