

Active Listening Skills - Set A

Skill	Definition
Acceptance Response Sometimes called: Attending, Acknowledging Verbal prompts Body language	Purpose: To convey interest. Provide verbal or non-verbal awareness of the speaker Action: Insert simple verbal utterances or words into the conversation; non-verbal communication can also be used; Example: Good eye contact, gesture, facial expression, eye gaze, posture, etc "I see," "Go on", "Yes," "Right"
Repeating	Purpose: To indicate to speaker you have identified critical components of the message. Action: Highlight key words or phrases verbatim Example: Speaker: I will be only be available during the day on the 9 th , 10 th & 11 th . Listener: (tone of expectation of additional information) ... the 9 th , 10 th and ...
Paraphrasing Sometimes called: Restating	Purpose: To show that you are listening and understanding what is being said. Action: State, in your own words, your understanding of what you heard. Restate the message with fewer words to get more to the point. Examples: Speaker: I really think he is a nice guy, He's so thoughtful, sensitive & kind & fun to go out with. Listener: So ... you like him very much, then.
Clarifying Sometimes called: Probing Questions	Purpose: To clarify speaker's message; to gain a clearer understanding of the speaker's situation and to move the conversation from broad generalizations to specific facts; to bring vague material into sharper focus; demonstrate interest and uncover new information Action: Ask questions (in a supportive manner) for additional information; ask questions until you are confident you understand what is being said, using yes/no questions or open-ended questions; restate wrong interpretation to force the speaker to explain further. Example: Listener: Let me make sure that I understand you. You sent the check in weeks ago. Do you remember what day it was mailed?
Summarizing	Purpose: To assure both the listener and the speaker that a complex message was received and understood. Bring discussion to closure; pull together, organize & integrate major aspects of conversation; to review progress Action: Restate the major ideas expressed; recap after all points have been covered (do not insert new ideas when summarizing); Example: Listener: "These seem to be the key ideas you've expressed . . ."
Reflecting Sometimes called: Empathy	Purpose: To show that you know how the person feels; Action: Reflect the speaker's feelings; use short statements; express concern in response to strong feelings or problems expressed by speaker. Example: Listener: "You seem very upset."
Being quiet	Purpose: To provide the speaker with the time needed to express his/her thoughts. Action: Giving the other time to think as well as talk

Active Listening Skills - Set B

Skill	Definition
Feedback	<p>Purpose: To demonstrate understanding and support by sharing your feelings/reactions with the speaker;</p> <p>Action: Technique followed paraphrasing & clarifying. Listener shares some personal thoughts/feelings as a result of what was said.</p> <p>Example: Listener: "Years ago I had a similar experience and I found it very upsetting too."</p>
Perception checking	<p>Purpose: To check out assumptions and perceptions;</p> <p>Action: Ask if your assumption or perception of the situation is valid and accurate</p> <p>Example: Listener: "Let me see if I have this right. You think Joan is angry with you because she didn't say good-bye before she left the party. "</p>
Interpreting	<p>Purpose: To offer a different view or a new way to look at the problem/issue; add an additional perspective.</p> <p>Action: Tentatively offer a new interpretation for the situation or perspective</p> <p>Example: Listener: "Another way to look at this might be Joan left the party because she wasn't feeling well. She didn't look well to me."</p>
Validating	<p>Purpose: To acknowledge the worthiness of the other person;</p> <p>Action: Show appreciation for their efforts and actions.</p> <p>Example: Listener: "I truly appreciate your willingness to resolve this matter."</p>