

Key Active Listening Techniques

TECHNIQUE	PURPOSE	APPROACH	LANGUAGE
Attending	<ul style="list-style-type: none"> To convey interest To keep the person talking 	<ul style="list-style-type: none"> Don't agree or disagree with speaker Use non-committal words with positive tone of voice 	<ul style="list-style-type: none"> I see... Uh-huh... That's interesting... Tell me more about... Go on...
Repeating	<ul style="list-style-type: none"> To show that you are listening 	<ul style="list-style-type: none"> Restate the speakers' statements 	<ul style="list-style-type: none"> I hear you saying...
Restating	<ul style="list-style-type: none"> To show that you are listening and understanding 	<ul style="list-style-type: none"> Restate the speakers' basic ideas 	<ul style="list-style-type: none"> If I understand, <u>your situation</u> is... In other words, your <u>decision</u> is...
Reflecting	<ul style="list-style-type: none"> To let speaker know you understand <u>how he/she feels</u> 	<ul style="list-style-type: none"> Reflect the speakers' basic feelings 	<ul style="list-style-type: none"> You <u>feel</u> that... You were pretty disturbed about that... You <u>believe</u> that...
Clarifying	<ul style="list-style-type: none"> To bring certainty to what you are hearing as a listener 	<ul style="list-style-type: none"> Asks questions of the speaker 	<ul style="list-style-type: none"> "I'm not quite sure I understand what you are saying." "I don't feel clear about the main issue here." "When you said what did you mean?" "Could you repeat ...?"