

## Active Listening

### Hearing

- Accidental
- Involuntary
- Effortless

### Listening

- Focused
- Voluntary
- Intentional

- *How* you listen has a measurable effect on the quality of information the other person expresses.

## Active Listening Skills



1. Is about observing
2. Inquiring: Who, what, where, when, how. Stay away from, "Why!"
3. Listening is not about AGREEING! It is about getting information, coming to understanding, connecting.
4. Use neutral words like, "...and then."

# Being Curious

1. Restate what you've heard so far to make sure you understand.
2. Paraphrase.
3. Ask open-ended questions.
4. Mirror the speaker's feelings as they are speaking.
5. When a lull appears, summarize.
6. Appreciate the sharing!
7. Focus on what is presented., whether a problem, needs, interests, etc.



## Examples of what Curiosity looks like

"This is what I am hearing."

"So, to paraphrase..."

Open ended questions invite more discussion. Who, what, where, when, and how are all good ones to start with. Stay away from why.

Mirroring is identifying the feelings the speaker seems to be expressing. It is helpful to name it. Angry may be hurt, for example.

Let me summarize what you are saying so that I can make sure I understand.

"Thank you for being willing to share your thoughts with me." sharing!

So, it seems that there is a problem to be solved....



## Reflection

Restate in your own words, what you understand the other to have just said - both content and feeling.

Do not judge, question, argue, or evaluate.

## 6 Levels of Reflection



- 1.Repeating word for word.
- 2.Repeating, but changing “I” to “you.”
- 3.Repeating part of what is said but not summarizing.
- 4.Summarizing what is said in your own words.
- 5.Summarizing what is said and expressing feeling.
- 6.Interpreting what is said or felt, expressing a feeling of which the speaker may not be aware.