1.1a

Active Listening Guidelines

Empathize. Put yourself in the other person’s place to understand what that person is saying and how he or she feels.

Be attentive. Make an effort to listen carefully. Don’t daydream or talk when someone else is talking

Show understanding and acceptance by nonverbal behaviors.

Tone of voice

Facial expressions

Gestures

Eye contact

Posture

Reflect back the person’s most important thoughts and feelings. Try to do this in your own words. Paraphrase or restate while being careful to say only what you heard.

Do not interrupt, offer advice, or give suggestions. Do not bring up similar feelings and problems from your own experience. Leave out your personal emotions, disagreements, opinions, and other feedback (unless you are asked for it.)

Remain neutral. Don’t take sides.

Ask open-ended questions. Ask for clarification but be polite and respectful. For example, ask “Can you say more about that?” or “What did you mean when you said…?”