



Active Listening Skills

The Heart of Empathic
Understanding



Reflecting

- Purpose

- To show that you understand how the person feels.

- Action

- Reflects the speaker's basic feelings.

- Example:

“You seem very upset.”



Encouraging

- Purpose

- To convey interest.
- To encourage the other person to keep talking.

- Action

- Don't agree or disagree.
- Use neutral words.
- Use varying voice intonations.

- Example

- “Can you tell me more...?”



Summarizing

■ Purpose

- To review progress.
- To pull together important ideas and facts.
- To establish a basis for further discussion.

■ Action

- Restate major ideas expressed, including feelings.

■ Example

- “These seem to be the key ideas you’ve expressed...”

Clarifying

■ Purpose

- To help you clarify what is said.
- To get more information.
- To help the speaker see other points of view.

■ Action

- Ask questions.
- Restate wrong interpretation to force the speaker to explain further.

■ Example

- “When did this happen?”
- “Do I have this right? You think he told you to give him the pencil because he doesn’t like you?”



Restating

■ Purpose

- To show you are listening and understanding what is being said.
- To help the speaker see other points of view.

■ Action

- Restate basic ideas and facts.

■ Example

- “So you would like your friends to include you at recess, is that right?”



Validating

- Purpose

- To acknowledge the worthiness of the other person.

- Action

- Acknowledge the value of their issues and feelings.
- Show appreciation for their efforts and actions.

- Example

- “I truly appreciate your willingness to resolve this matter.”