










Active Listening Techniques

TECHNIQUE	PURPOSE	METHOD	EXAMPLES
 ENCOURAGING	<ol style="list-style-type: none"> 1. To convey interest 2. To keep the person talking 	<ul style="list-style-type: none"> • Avoid agreeing to disagree • Use noncommittal words with a positive tone of voice 	<ol style="list-style-type: none"> 1. "I see..." 2. "Uh-huh" 3. "Mmm"
 ELICITING	<ol style="list-style-type: none"> 1. To gather relevant information 2. To encourage others to reveal their needs and concerns 3. To establish a climate of open communication 	<ul style="list-style-type: none"> • Ask open-ended, not leading, questions • Don't agree or disagree • Use noncommittal words with positive tone of voice • Use encouraging body language, such as nodding 	<ol style="list-style-type: none"> 1. "What is important about this for you?" 2. "Tell me more about that." 3. "What does that mean to you?"
 RESTATING	<ol style="list-style-type: none"> 1. To let others know that you are listening carefully and that you are trying to understand 2. To verify your comprehension of what they've said 	<ul style="list-style-type: none"> • Paraphrase the other's points • Avoid value judgments or inserting your own opinions • Ask for confirmation 	<ol style="list-style-type: none"> 1. "What I'm hearing is...Is that correct?" 2. "Would it be correct to say..."
 CLARIFYING	<ol style="list-style-type: none"> 1. To understand ambiguous or unclear statements 2. To test interpretations 	<ul style="list-style-type: none"> • Avoid frequent interruptions • Ask focused but open ended questions • Probe for fuller explanations 	<ol style="list-style-type: none"> 1. "I'm not sure I'm following. Can you tell me more about...?"
 EMPATHIZING	<ol style="list-style-type: none"> 1. To understand events from others' perspectives 2. To show that you respect their point of view and comprehend their feelings 	<ul style="list-style-type: none"> • Recognize others' experiences as valid, without necessarily accepting their conclusions • Give acknowledgement rather than agreement 	<ol style="list-style-type: none"> 1. "It sounds like you feel..." 2. "From what I'm hearing, you sound..." 3. "That must have been.... for you."
 SUMMARIZING	<ol style="list-style-type: none"> 1. To pull important ideas and information together 2. To establish a basis for further discussion 	<ul style="list-style-type: none"> • Review issues which have been raised • Highlight the most important matters • Set aside extraneous information 	<ol style="list-style-type: none"> 1. "Here's what I've gathered..." 2. "It seems like the key ideas are..."
 REFRAMING	<ol style="list-style-type: none"> 1. To refocus discussion from past events to future goals 2. To redirect negative or adversarial statements into more productive channels 	<ul style="list-style-type: none"> • Build on others' ideas • Emphasize common ground • Use neutral or positive rather than accusatory language 	<ol style="list-style-type: none"> 1. "They keep interrupting me!"..."It sounds like you want to be heard and any path forward has to include a way for all perspectives to be included." 2. "Since we both value ---, would it make sense to...?" 3. "What would you like to see in the future that would be different?"