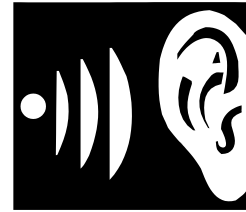


Guidelines for Active Listening



1. Focus on the person who is speaking to you
 - Stop other activity – no interruptions: phones, texts, email, reading
2. Show that you are interested in what a person is saying and wish to be helpful by consciously controlling:
 - Tone of voice: **neutral, non-threatening**
 - Facial expression: **friendly and open**
 - Body language: **calm, still, and relaxed**
 - Spatial relationships: **appropriate comfort zones**
 - Eye contact: **direct – do not let your eyes wander**
3. Don't interrupt, finish sentences for the speaker, or comment
4. Acknowledge and accept the person's feelings without judgment
5. Concentrate on what is being said and paraphrase (repeat back in your own words) what the person has said to be sure that you understand
6. Ask questions to clarify or obtain more information
7. Show agreement or disagreement non-verbally – by nodding or shaking your head
8. Do not take sides
9. Never put anyone down or take control of the conversation by over-emphasizing your knowledge, worth, and/or power
10. Be aware of cultural differences and norms that may influence behavior and communication styles

Active Listening Techniques:

Find more information
Reflect information
Reflect Feelings
Encourage speaking
Summarize

More Active Listening Guidelines:

P Paraphrase Facts
E Encourage
A Pay Attention
R Reflect Feelings