

Active Listening Techniques: Statements That Help the Other Person Talk

Statement	Purpose	Do This	Examples
Encouraging	<ul style="list-style-type: none"> * To Convey Interest * To encourage the other person to keep talking 	<ul style="list-style-type: none"> * Don't agree or disagree * Use neutral words * Use varying voice intonations 	<ul style="list-style-type: none"> * Can you tell me more?
Clarifying	<ul style="list-style-type: none"> * To help clarify what is said * To get more information * To help speaker see other points of view 	<ul style="list-style-type: none"> * Ask questions * Restate wrong interpretation to force speaker to explain further 	<ul style="list-style-type: none"> * When did this happen?
Restating	<ul style="list-style-type: none"> * To show you are listening and understand what is being said * To check your meaning and interpretation 	<ul style="list-style-type: none"> * Restate basic facts, ideas 	<ul style="list-style-type: none"> * So you would like for your supervisor to trust you more. Is that right?
Reflecting	<ul style="list-style-type: none"> * To show that you understand how the person feels * To help the person evaluate his/her own feelings after hearing them expressed by someone else 	<ul style="list-style-type: none"> * Reflect the speaker's basic feelings 	<ul style="list-style-type: none"> * You seem very upset.
Summarizing	<ul style="list-style-type: none"> * To review progress * To pull important ideas, facts, and feelings together * To establish a basis for further discussion 	<ul style="list-style-type: none"> * Restate major ideas expressed, include feelings 	<ul style="list-style-type: none"> * These seem to be the key ideas you have expressed.
Validating	<ul style="list-style-type: none"> * To acknowledge the worthiness of the other person 	<ul style="list-style-type: none"> * Acknowledge the value of the speaker's issues and feelings * Show appreciation of the speaker's efforts and actions 	<ul style="list-style-type: none"> * I appreciate your willingness to resolve this matter.