

ACTIVE LISTENING

Active listening is a set of techniques designed to help you hear and understand what someone else is saying and help the speaker express him/herself clearly. Active listening focuses on both facts and feelings, reduces tension and defensiveness, and allows conflicts to be resolved more effectively.

<u>Skill</u>	<u>Definition</u>	<u>Purpose</u>
Encourage	To show verbal or nonverbal signs of interest.	<ul style="list-style-type: none">• To encourage the person to continue talking.
Question	To ask the speaker questions.	<ul style="list-style-type: none">• To gather more information.• To check out the accuracy of what you have heard.
Restate	To repeat in your words the main facts and issues.	<ul style="list-style-type: none">• To show you have heard and understood.• To check the meaning and interpretation of what you have heard.
Reflect	To feed back the emotional part of the message.	<ul style="list-style-type: none">• To show you understand the feelings behind what is being expressed.• To help the person evaluate and understand his/her own feelings.
Summarize	To make a brief but complete statement that captures the essence of the speaker's perspective.	<ul style="list-style-type: none">• To pull together the important issues and feelings.
Validate	To acknowledge a person's worth, efforts and feelings.	<ul style="list-style-type: none">• To recognize the value of the speaker's issues and feelings.• To show appreciation for the speaker's efforts at communication.

Adapted from materials developed by the Community Boards Program, San Francisco, California.