

Active Listening Techniques

Technique	Purpose
<p>Paraphrase</p> <p>Restate in your own words what you think the other person just said.</p> <p><i>“So, you feel that..... Is that right?”</i></p>	<ul style="list-style-type: none"> • Allows the speaker to make sure they are being understood • Correct mis-understandings
<p>Check Perception</p> <p>Describe what you perceive to be the other person’s feelings.</p> <p><i>“I get the impression you’re not comfortable talking about this. Is that accurate?”</i></p>	<ul style="list-style-type: none"> • Communicate listener’s willingness to understand the speaker as a person • Allows the speaker to confirm or correct the listener’s perception
<p>Empathize</p> <p>State that you can understand the reason for what was said.</p> <p><i>“I can understand why you proposed that. How did you make it work in your department?”</i></p>	<ul style="list-style-type: none"> • Strongly encourages the person to continue talking about the idea
<p>Confirm</p> <p>Restate almost exactly what has just been said to demonstrate your understanding.</p> <p><i>“You said.....”</i></p>	<ul style="list-style-type: none"> • Permits the speaker to hear their own words • Encourages the speaker to re-examine what they said
<p>Encourage</p> <p>Use phrases that encourage the speaker to continue to open-up.</p> <p><i>“I see.” “Tell me more.” “Continue.”</i></p>	<ul style="list-style-type: none"> • Communicates the listener’s desire to hear more