



Becoming an Active Listener

1. Pay Attention

- Make eye contact
- Put aside distracting thoughts
- Don't mentally prepare your next statement
- Avoid being distracted by environmental factors (side conversations, cell phones, etc.)
- Observe the speaker's body language

2. Show That You're Listening

- Use your own body language and gestures to show that you are engaged.
- Nod occasionally
- Smile and use other facial expressions
- Make sure that your posture is open and interested

3. Provide Feedback

- Reflect on what has been said by paraphrasing. "What I'm hearing is... ," and "Sounds like you are saying... ,"
- Ask questions to clarify certain points. "What do you mean when you say... ." "Is this what you mean?"
- Summarize the speaker's comments periodically.

4. Defer Judgment

- Allow the speaker to finish each point before asking questions.
- Don't interrupt with counter arguments.

5. Respond Appropriately

- Be candid, open and honest in your response.
- Assert your opinions respectfully.
- Treat the other person in a way that you think they would want to be treated.