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Active Listening

- Trying to **really** understand another's intent
- Paying attention to what they say verbally and non-verbally
 - What **emotions** are being expressed?
- Taking time to think carefully about your reply
- Periodically checking in to see if you understand their intent
 - Paraphrase what you believe their intent is
 - "It seems like you're saying..."

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Active Listening

- Employ "unconditional positive regard"
 - Express that the other person's viewpoint makes sense and is valid for them
 - Doesn't mean you agree with them
 - Means you understand where they're coming from
- Withhold judgement and simply be empathetic
 - Allow them to fully express themselves without being interrupted
- Think carefully about how to respond in a way that expresses understanding and empathy

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Active Listening

- Express interest / understanding non-verbally
 - Maintain eye-contact
 - Lean forward
 - Don't look bored or hurried (e.g., checking clock or cell phone)
 - Give "validation cues"
 - "Uh huh," "Ok," "I see what you mean"
 - Mirror their facial expressions and body language


