

Be an Active Listener!



Paraphrase

Say in your own words what they said to show you were paying attention and to make sure you understand.



Questions

Asking questions encourages the person to tell you more about their thoughts and feelings.



Attitude

Show a positive attitude and interest by facing them, nodding your head, making eye contact, and having a relaxed body posture.



Empathy

Try to validate negative feelings by considering why they feel this way.



Perspective

Try to understand their perspective without interrupting with your own opinions.



Advice

Make sure they are done speaking and you truly understand before offering any advice.



Think

When they are finished talking, take some time to evaluate what they said.



Just Listen



At times, people just want to be heard. Don't be tempted to always "fix" something.

