



Active Listening

What is it?

- Validating – to acknowledge the worth of the person.
 - Reflecting – to show you understand how the other person feels.
 - Encouraging – to convey interest and encourage the person to talk.
 - Clarifying – to help clarify what was said and to get more information.
 - Restating – to show that you are listening and understanding.
 - Summarizing – to pull together key points and facts to establish where to go next.
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Examples of Active Listening Statements:

- Validating: “I see this is something that is an important issue for you...”
- Reflecting: “You seem really upset.”
- Encouraging: “Can you tell me more?”
- Clarifying: “When did this happen?”, “Where were you?”, “Let me see if I understand the situation, you are saying...”
- Restating: “So you want the behavior to stop immediately, is that right?”
- Summarizing: “These seem to be the main things you’ve said..., “And this is what you want done...”