

Listening Techniques

Name: _____ Date: _____

Listening is a skill that takes a lifetime to master, but you can use these techniques to get you started. You may do some of these techniques naturally, but others will take practice. Not every technique fits every situation; you have to listen to your gut and experience to guide you as to which technique is better for different situations.

Think About	Good Example
Tone of voice	Slow, calm, caring and compassionate
Body language	Leaned in, open armed, nodding your head, mirroring speaker's expression
What you are listening to	Non verbal and verbal
Passive listening	"Yes, mm-hum, I see, ..."
Active listening	Parroting and paraphrasing
Reflect back on feelings	"Sounds as if you are feeling _____ because _____"
Asking directly about feelings	"How are you feeling about that?"
Appreciation	"I am so glad you are talking to me about this. I appreciate your trust and I know you will help me someday with something soon."
Silence	Time to think
Open ended questions	"Tell me about..., How did you handle a problem like this in the past?"
DO NOT INTERRUPT!!	If it happens, just say "excuse me, please go ahead"
DO NOT GIVE ADVICE UNLESS ASKED FOR	If asked, "What I have tried that worked for me was..." or "You are really good at _____ have you tried that?"