

ACTIVE LISTENING

Active listening is a communication technique that involves fully concentrating, understanding, responding, and remembering what the other person is saying. It goes beyond simply hearing the words and requires the listener to engage with the speaker through verbal and non-verbal cues. This practice fosters better understanding. empathy, and trust in conversations, making it essential for effective communication.

PARAPHRASE RESTATE Restate in your own words key points to show Mirror back to the speaker what they said. understanding. e.g., "So you're saying that moment really made you feel e.g., "You felt heard when that was said." valued?' **OPEN-ENDED QUESTIONS CLARIFY** Questions requiring an expanded answer beyond yes or no to deepen understanding.

Check in with the speaker to ensure correct understanding of what is being said.

e.g., "So what I'm hearing you say is...is that correct?" or "Could you clarify what you just said. I want to ensure the rest of the team understands.

BRACKET

e.g., "Can you share a little more with the rest of the team

about your concern with less time in the general

education setting?'

Put some form of mental brackets, like parenthesis, around any thoughts that might get in the way of fully and completely listening.

e.g., Think to yourself, "I don't like the way this team member is behaving right now, but I am going to set that aside so I can listen carefully for their underlying message.

PERCEPTION CHECK

Paraphrase what the individual has said while checking in with their perceived thoughts and emotions

e.g., "I hear how frustrated you are because of the lack of communication.

ACKNOWI FDGF & VALIDATE

Demonstration of empathy by a statement that communicates you are listening and trying to see things from another their perspective.

e.g., "I'm hearing your concern and I can see from your perspective why you feel..."

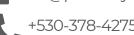
NON-VEBRAL LANGUAGE

Demonstrate open posture, make eye contact and visually track, smile, nod, etc.

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