

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.

RESTATE

Mirror back to the speaker what they said.

For example: "You felt heard when that was said."

PARAPHRASE

Restate in your own words key points to show understanding.

For example: "So you're saying that moment really made you feel valued?"

OPEN-ENDED QUESTIONS

Questions requiring an expanded answer beyond yes or no to deepen understanding.

For example: "Can you share a little more with the rest of the team about your concern with less time in the general education setting?"

CLARIFY

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

For example: "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."

NON-VERBAL LANGUAGE

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

ACKNOWLEDGE & VALIDATE

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

For example: "I'm hearing your concern and I can see from your perspective why you feel..."

PERCEPTION CHECK

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

For example: "I hear how frustrated you are because of the lack of communication."

BRACKET

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

For example: "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."

