

# Active Listening

Read and understand the following methods for good listening.

## 1) Make Eye Contact

Stop what you are doing. Position yourself so that you are looking into the person's eyes. If they are at a lower level, sit down or bend down to their level.

## 2) Use Conversation "Door Openers"

"Hmm"	"I see"	"Uh huh"
"Really?"	Nod, smile	Silence

## 3) Identify What the Person Is Feeling

### Sample Positive Feelings

Confident  
Enthusiastic  
Hopeful

### Sample Negative Feelings

Disappointed  
Impatient  
Overwhelmed

## 4) Reflect That Feeling Back To the Person In A Simple Statement

- ▶ "You feel sad because you lost something you value."
- ▶ "You feel nervous about trying something new."
- ▶ "You're proud of your achievement!"

## 5) Why Use Active Listening?

- ▶ To help the other person clarify his/her feelings
- ▶ So the person knows that you understand those feelings

## 6) Some Cautions About Using This Technique

- ▶ Make sure you do not sound like a "know it all" or a "mind reader"
- ▶ Do not overuse it in response to every smile or frown

*Form courtesy of and copyrighted by FEC Enterprises, Inc. | FB045*