

ACTIVE LISTENING GUIDE

THE BEST WAY TO CONNECT AND BE HEARD IS FIRST TO ACTIVELY LISTEN.

AN EFFECTIVE ORGANIZERS GREATEST SKILL IS TO LISTEN. TO BE HEARD AND UNDERSTOOD FIRST YOU NEED TO OPEN THE DOOR OF UNDERSTANDING. PRACTICE THESE BASIC HABITS AND SKILLS TO SHOW YOU ARE LISTENING AND WATCH AS THE CONVERSATIONS YOU HAVE GROW DEEPER.

AVOID DISTRACTION

Set your intention to listening.
No daydreaming or multi-tasking.
Remove things, persons or animals that might keep you from paying attention.

REFLECT, PARAPHRASE OR CLARIFY

Repeat back what you have heard
“It sounds to me like you are saying...”

PAY ATTENTION

Do not use this time to prepare for a rebuttal. Ignore the divides and listen for the connections.

DO NOT INTERRUPT

Allow the other person to finish what they are saying.

USE DOOR OPENERS

Keep them engaged and talking
“Tell me more”
“That’s interesting”

DO NOT ARGUE

“I can tell you are very upset/frustrated”
“I know that it has been hard for you to change gears”

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REFLECT AMBIVALENCE

“So, on the one hand you want ___ and on the other you don’t think you can ___”

LOOK FOR COMMON GROUND

“Where do you think we could find common ground?”
“We agree on this, what else do we agree on?”

EXPRESS YOUR ATTENTION

Words and phrases like “Oh”, “I see”, “uh huh” and “hmm” show that you are listening.

CREATE DISSONANCE

“Tell me (describe to me) what your feeling are on _____”
“Can you tell me what is keeping you from supporting ___?”

SHOW EMPATHY FOR THEIR FEELINGS

“I am hearing you say that you are frustrated because _____”

WRAP UP

“Thank you for talking with me.”
“I appreciate your opinion and understand your concerns.”

