



# ACTIVE LISTENING

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

## 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"

## 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?"  
"Is there one issue here where we do agree?"  
"We agree on this, what else do we agree on?"

## PAY ATTENTION

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