



HindmanSanchez

ACTIVE LISTENING TIPS

<i>Purpose</i>	<ul style="list-style-type: none">-Check understanding-Develop options-Give encouragement-Validate feelings-Provide opportunities for self-discovery
<i>Skills Needed</i>	<ul style="list-style-type: none">-Good listener-Process information quickly-Focus-Curiosity about the other's experience
<i>Pay Attention to</i>	<ul style="list-style-type: none">-Speakers communication style-Content-Interests, feelings, perceptions, desires-Cultural Variables
<i>Techniques</i>	<ul style="list-style-type: none">-Use silence-Restate: play back information-Remain neutral-Speak calmly and directly-Ask clarifying and open-ended questions-Encourage "I" statements-Facilitate specificity as well as big-picture scope
<i>Offer Challenges</i>	<ul style="list-style-type: none">-Provide feedback-Promote personal responsibility-Loosen fixed positions – cultivate flexibility-Encourage movement toward a solution