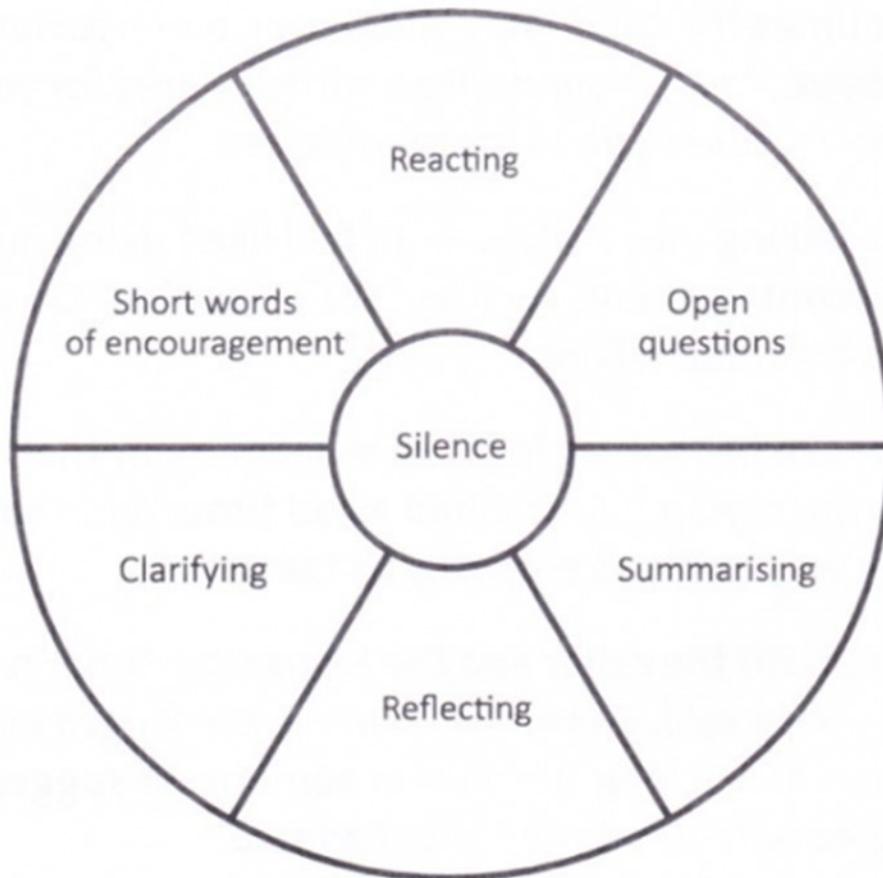




Active Listening



Reacting—show that you’ve heard what they’ve said. This might be by saying “I’m sorry” or could even be done through facial expression. Don’t over-react!

Open Questions—“how did that make you feel?” “what happened then?” Any questions which encourage them to share more.

Summarising—again, this shows you’ve listened and helps keep focus

Reflecting— use their own words. This means they remain in control of the conversation, you’re not trying to give things your own spin

Clarifying—“so you’re saying that?”

Short Words of Encouragement—“go on, tell me more