



Active listening tools

- Be silent - let the other one do the talking
- Maintain eye contact
- Open body posture
- Be curious
- Seek to understand - before being understood



If appropriate, you can ask for meaning

- “What do you mean by that?”

Or if you wish to know more

- “Would you tell me more about....”

Go on a journey - the other person’s journey!



What to avoid when actively listening

- Why?
 - “Why would you do that?”
 - Instead: “What was happening within you just before you did that?”
- Advice
 - “I think you need to forgive your husband.”
 - “You should....”
- Making it about you
 - “I used to be upset with my wife too, but I....”
 - “I was just like you, I....”



- Negating
 - “That’s all she did? That doesn’t seem so bad.”
- Projecting
 - “I keep yelling at my kids, too.”
 - “You really don’t like your mother, do you?”
 - “You’ve really got a mean critic.”
- Judging
 - “That was a stupid thing to do.”
 - “Why would you do something like that?”



- Rescuing
 - “I hate my looks, too.”
 - “I think you look great.”
 - “I’m hard on myself, too.”
 - “Why? Everyone loves you.”
- Diagnosing
 - “I bet you were abused as a child.”
 - “You clearly have a father issue.”
- Fixing
 - “Let me talk to your husband.”



Echo back what you heard

- “What I heard you say is....”
- Echo what you heard them say in *their* words.
- When done echoing, ask
 - “Did I hear you correctly?” or
 - “Did I get you?” or
 - “Is there anything I missed?”