**Active Listening skills for Professionals**

Active Listening Skills for Professionals

WBT comm\_43\_a03\_bs\_enus

Active listening skills – Examples

Basic Principles

Relax and help the speaker to speak

Be more relaxed and slower than the speaker

“I would like to help” or “How can I help”

Approach the conversation with empathy

Understand others’ emotions or perspective

Control your mind

Personal insult. Ask the insult as a question

Not act defensively

Maintain positive regard

Don’t reflect the negativity back

Listen for what’s unsaid

Give and demonstrate attention

Minimal encouragers

Open ended prompts

Reflecting / mirroring

Bridge the emotional distance

Paraphrase

So what I am hearing is ….

This demonstrates other person that I heard what you said

Repeat back

Say the last 4 words that other person said

Use effective pauses

Find common ground

Avoid disagreement

Statements like you have right to be angry based on what I am hearing

Statements like I can see how that logic leads to that conclusion

Statements like I agree this is an important issue

You have right to be upset for what is happening

Persuasion

Clarifying questions

Label emotions

Use “I” messages

I feel “…”

Summarize

Incorporates basic story and feelings

