

Active Listening Skills

Active listening involves focusing on what the person is communicating and showing that you understand what's being expressed. It works best when we can suspend judgment and focus on understanding. This skill can increase understanding, as well as opportunities to resolve disagreement and strengthen relationships.

Paraphrasing (restatement): summarizing back what you just heard, without interrupting

“It sounds like you’ve tried several things and feel really stuck right now.”

Emotional Validation: Expressing understanding and empathy for the other’s feelings

“That seems super frustrating and discouraging”

Silence and semi-verbal responses: Body language and sounds can convey listening

You can be present and silent (consider head nodding, eye contact, “uh huh”).

Holding Your Ground: Saying “No.”

Do you find yourself putting other’s needs above your own, time and time again?