

TABLE 3.1

## 10 SKILLS FOR ACTIVE LISTENING

Skill	Behavior	Do	Avoid
Attending, acknowledging	Provide verbal or nonverbal awareness of the other person.	Face the speaker and maintain eye contact, nod, etc.	Looking around the room or fidgeting.
Restating	Respond to the person's basic verbal message.	Repeat the phrase you would like clarified.	Changing the subject.
Reflecting	Reflect perceptions of content that are heard or perceived through cues.	Listen for what is not said. Respond with phrases such as, "So you feel that..."	Discounting or downplaying the speaker's feelings.
Interpreting	Offer a tentative interpretation about the person's feelings, desires, or meaning.	Keep an open mind about what you are hearing; try to picture what the speaker is saying.	Assuming you know what the speaker is trying to communicate without listening.
Summarizing, synthesizing	Bring together feelings and experiences to provide a focus.	Repeat back what you heard briefly but accurately; paraphrase.	Elaborating on what the speaker is saying.
Probing	Question the speaker in a supportive way to request more information or clear up any confusion.	Wait for the speaker to pause to ask clarifying questions; try "dangling" or open-ended questions.	Interrogating or challenging the speaker.
Giving feedback	Share perceptions of the person's ideas or feelings, disclosing relevant personal information.	Wait three seconds, and then respond with phrases such as: "So you feel that..." , or "I felt that way when..." .	Interrupting or offering solutions; preaching or teaching.
Supporting	Show warmth and caring in one's own individual way.	Pay attention to what isn't said—to feelings, facial expressions, gestures, posture, and other nonverbal cues.	Judging the speaker or rehearsing your response in your head while they are speaking.
Checking perceptions	Find out if interpretations and perceptions are valid and accurate.	Check the accuracy of your perceptions with phrases such as, "I think that you are saying..."	Making assumptions or jumping to conclusions.
Being quiet	Give the person time to think as well as to talk.	Try to understand what the speaker is feeling and have empathy for the speaker.	Filling pauses; instead, let the speaker set the pace.