

Helpful Tools:

Active Listening in Conversations



Active Listening:

A careful and structured process of intentionally listening to what someone is saying, and effectively responding.

Great to use when:

You are listening one-on-one with a friend, sharing thoughts.



Listening to a presenter, guest speaker or teacher in order to actively comprehend material.



Learning something new!



Suggestions on how to actively listen:



Be “Other” Directed:

Focus on the person speaking as if you were walking in that person’s shoes. Listening is not just with your ears but also with your eyes and other senses.



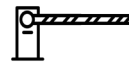
Be Involved:

Actively respond to questions and directions given by the speaker. Demonstrate genuine interest in what the person is saying.



Be Aware:

Being attentive and using positive body language, such as smiling, will encourage the person to share their thoughts and feelings more openly without fear of judgement.



Set Boundaries:

If the conversation involves settling a dispute or mediating between two people, ensure that you set boundaries at the start. For example, encourage people to finish their train of thought before responding.

After the speaker has finished speaking:

- Give the speaker space
- Appreciate them
- Doublecheck speaker’s feelings
- Restate and summarize key points shared to affirm your understanding
- Ask (nonthreatening) questions to build an understanding, or for clarification
- Share your perspective