

Active Listening (sample)

Looks Like	Sounds Like
Head Nodding	Encouraging- <ul style="list-style-type: none">○ Hmm; yes; I see; Then what?
Eye Contact	Clarifying- <ul style="list-style-type: none">○ Did you mean...?○ How long has this been happening?
Sitting still	Restating- <ul style="list-style-type: none">○ You said.....○ I heard you say...
Facing the speaker	Summarizing- <ul style="list-style-type: none">○ You told me 3 things...○ So you think.....
Leaning forward	Reflecting- (emotions) <ul style="list-style-type: none">○ You seem frustrated○ That made you happy
Taking notes	