

# Phrases for Active Listening

## START WITH LISTENING

### ✓ Do

The goal is to listen and be with them nonjudgmentally.

Help them feel that they are heard and you're available, now and the next time.

Use non-verbal cues. Make eye-contact, nodding.

Acknowledge with "uh huh," "I see."

### ✗ Avoid

Reacting strongly

Giving advice or problem solving

Interpreting the problem or "what's really going on"

## WHEN RESPONDING

Silence is okay.

### Start with

Reflecting back what they said

What I'm hearing you say is...

It sounds like ...

You said...

### Deepen with

Asking open ended questions

Can you tell me more?

What is that like for you?

What did you make of that?

I want to understand more about...

### End with

Checking for understanding

... did I get that right?

... am I understanding correctly?

... is that what you're saying?