ACTIVELY LISTENING

DO

Show interest
Practice paraphrasing
Observe non-verbal communication including tone, gestures, posture, etc.
Make non-verbal and verbal messages consistent
Be understanding
Empathize
Focus on the problem or concern
Be patient
Be attentive

DON’T

Interrupt
Be judgmental
Be accusatory
Be argumentative
Give advice
Allow for distractions
Take sides
Be defensive
Make premature evaluations

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ACTIVE & RESPONSIVE LISTENING

Encouraging
Clarifying
Acknowledging
Normalizing
Empathizing
Soliciting
Mirroring
Agreeing
Supplementing
Inviting elaboration
Reframing
Responding
Summarizing
Validating

Source: “Resolving Conflicts at Work, A Complete Guide for Everyone on the Job” by Kenneth Cloke and Joan Goldsmith

“Spend your leisure time in cultivating an ear attentive to discourse, for in this way you will find that you learn with ease what others have found out with difficulty.” --- Isocrates

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