

### Active Listening Techniques

Focus and fully concentrate on the speaker

Listen with the goal to understand the message

Eliminate distractions (e.g. phone, other conversation, etc.)

Be aware of the speaker's body language

Maintain appropriate eye contact (e.g. look frequently at the speaker without making them feel uncomfortable.)

Adopt a "listening" posture (e.g. leaning towards the speaker, nodding)

Show respect and acceptance (e.g. "I see...", "That's interesting...")

Focus on listening, not on planning a response

Reflect on the other persons thoughts and feelings

Do not interrupt and let the speaker finish

Avoid sharing advice unless asked

Confirm your understanding by restating, questioning, or paraphrasing (e.g. "In other words you ...", "So the way you see it is..." "Would it be correct to say..." "I heard you say" ...)