



## ***Active Listening Cards***

<p><b>Eye Contact:</b>          Use full eye contact where culturally appropriate.          Resist looking elsewhere, at others and especially the clock even when you feel he/she is talking too long.</p>	<p><b>Paraphrase:</b>          Repeat the message, but usually with fewer words.          What are the speaker's basic "thinking" and "feeling" messages?</p>
<p><b>Facial Expressions:</b>          Use non-verbal "I'm listening" cues such as nodding.</p>	<p><b>Give Full Attention:</b>          Put aside distracting thoughts.          Avoid being distracted by environmental factors.</p>
<p><b>Body Language:</b>          Ensure your posture is open and inviting.</p>	<p><b>Silence:</b>          Allow time for speaker to fully explore and state their message.</p>
<p><b>Clarify:</b>          Process of bringing vague material into sharper focus.          "Let me see if I got it all..."</p>	<p><b>Perception check:</b>          Request for verification of your perceptions.          "Let me see if I've got it straight..."</p>
<p><b>Summarize:</b>          Pull together and organize the major aspects of the dialogue.          "The major points of what you are saying..."</p>	<p><b>Empathy:</b>          Reflect content and feelings.          "You feel (state feeling) because (state content)..."</p>

Adapted with permission from Leanne Eko, Education and Design Consultant, Olympia, WA.



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