**Active Listening Techniques**

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| **Statement** | **Purpose** | **What We Do** | **Examples** |
| ***Encouraging*** | 1. to set tone of cooperation 2. to convey interest 3. encourage the other person   to keep talking | * ask open-ended questions * don’t agree/disagree * use neutral words | “Can you tell me more?” |
| ***Clarifying*** | 1. to assist speaker in providing  useful information  2. to get more information  3. to help speaker see other  points of view | - ask open-ended questions  - surface “yes, but…” resistance  - keep asking questions until  details are sufficiently clear | “When did this happen?” |
| ***Restating*** | 1. to show you heard and  understood what was said | - restate basic ideas, facts | “Let me see if I  “In listening to you I think  “I’m hearing you say”  “It sounds like that…  makes you feel…” |
| ***Reflecting*** | 1. to show that you understand  how the person felt/feels  2. to help the person evaluate  his/her own feelings after  hearing them expressed by  someone else | - reflect the speaker’s basic  feelings | “You seem very upset.” |
| ***Summarizing*** | 1. to review progress  2. to pull important ideas, facts  and feelings together  3. to establish a basis for further  discussion | - restate major ideas expressed  including feelings | “These seem to be the key  ideas you’ve expressed.” |
| ***Validating*** | 1. to show respect  2. to put into context for  speaker the way their  emotions affect the conflict | - acknowledge value of their  issues and feelings  - show appreciation for their  efforts and actions | “I appreciate your  willingness to resolve this  matter.” |

**Harvard Ombuds Office, Cambridge and Longwood**

© Melissa Brodrick, Ombuds and Director, [melissa\_brodrick@hms.harvard.edu](mailto:melissa_brodrick@hms.harvard.edu)

164 Longwood Ave., 1st Fl., Boston, Massachusetts 02115

**Office:** 617-432-4041 **Web: harvardombuds.harvard.edu** (includes self-help resources)