**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 information2. to get more information3. 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/feels2. 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 progress2. to pull important ideas, facts and feelings together3. 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 respect2. 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

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

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