

TIPS FOR *Active Listening*

Listen

While perhaps this is obvious, the most important part of active listening is listening - meaning paying attention to what the other person is saying.

Ways you can show listening:

- body language (nodding, eye contact)
- verbal encouragers (uh huh, yeah, mmhmm)
- sharing that you want to listen ("Thank you for sharing this with me")

Show empathy

Empathy does not mean you have to know exactly what the other person is feeling but it does mean understanding and respecting that what they are feeling is their truth.

Things to say:

- "That must be hard"
- "I'm sorry you are going through this"

Stay out of Judgement

Active listening does not look like giving advice or making judgements on what someone 'should' do/feel. This can be hard but it's important to instead hold space for that person's feelings. If you do give advice do so with consent (e.g. "Would you like some advice?" or "Would you like some resources?")

Be a sounding board

It can be helpful to repeat back what you are hearing someone say or observing in their body language. This can support someone in processing their emotions and feeling heard.

Things to say:

- "It sounds like you're feeling ____"
- summarize what you hear
- ask for clarification



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