

# Active Listening

*Supporting another housemate through talking*

*Behaviors that help others talk:*

<b>Behavior</b>	<b>Purpose</b>	<b>Qualities</b>
<i>Acknowledging</i>	<ol style="list-style-type: none"><li>1. to convey interest</li><li>2. to encourage another to keep talking</li></ol>	<ul style="list-style-type: none"><li>~ Don't agree or disagree</li><li>~ Use neutral words</li><li>~ Vary intonation</li></ul>
<i>Clarifying</i>	<ol style="list-style-type: none"><li>1. to help you clarify what is said</li><li>2. to get more information</li><li>3. to assist another broaden their perspective</li></ol>	<ul style="list-style-type: none"><li>~ Ask questions</li><li>~ Restate your wrong interpretation to urge another to elaborate</li></ul>
<i>Reflecting</i>	<ol style="list-style-type: none"><li>1. to show you understand</li><li>2. to clarify feelings and needs to provide opportunity for another to hear what she is saying</li></ol>	<ul style="list-style-type: none"><li>~ Reflect the overall feelings and emotions heard</li></ul>
<i>Empathizing</i>	<ol style="list-style-type: none"><li>1. to show you understand</li><li>2. to help another evaluate their own feelings through "hearing" them</li></ol>	<ul style="list-style-type: none"><li>~ Validate another's basic expressed feelings</li></ul>
<i>Validating</i>	<ol style="list-style-type: none"><li>1. to affirm another's worthiness</li></ol>	<ul style="list-style-type: none"><li>~ Support the value of another's issues and feelings</li><li>~ Show appreciation for another's efforts and actions</li></ul>
<i>Summarizing</i>	<ol style="list-style-type: none"><li>1. to review progress</li><li>2. to pull together salient ideas and facts</li><li>3. to establish a basis for further discussion</li></ol>	<ul style="list-style-type: none"><li>~ Restate major ideas and facts</li></ul>