

## ACTIVE LISTENING

Active Listening is about being PRESENT with another person. Not to fix them. Not to change them. Not to make them feel better.

When listening, BE. Relax your mind and its tendency to “figure them out” or try to come up with a solution. Simply be present. Listen. Pay attention to what they are saying for the simple person of being WITH them, not FOR them.

### Active Listening Tools

- Be silent – let the other one do the talking
- Echo “What I hear you say is...” (Use THEIR words) Ask: “Did I hear you correctly? Did I get it?”
- Ask Meaning: (If you don’t follow what they are saying.)
  - “What do you mean by \_\_\_\_\_?”
  - “Tell me more.”
- Maintain Eye Contact
- Be Curious
- Seek to Understand (not to be understood)
- Go on THEIR journey

### NON-PRODUCTIVE QUESTIONS/COMMENTS

1) Why? (Puts them in their heads)

2) Advice

3) Sharing (“I used to do that too.” Or, “I feel the same way.”)

4) Negating (“That’s all she did. That doesn’t sound so bad.”)

5) Projecting Expressing your own thoughts about what they are experiencing.

6) Judging

7) Rescuing

“I think you’re great.” “Don’t feel that way. You’re fine.” “Everyone loves you.” “God loves you.”

8) Diagnosing

“You have dad/mom issues.” “You haven’t forgiven your husband.”

9) Fixing (Coming up with the solution for them.)

10) Consoling during their sharing. (This is ok when they regress back to core emotions.)