

Skills for Active Listening

To improve listening skills, become a more **ACTIVE** listener. Three techniques that help are: paraphrasing, clarifying, and giving feedback.

Paraphrasing

This is simply saying back in your own words what you think someone has said. Example: “Do you mean...”

Clarifying

This is like paraphrasing, but questions are asked in order to gain more information. Example: “Would you tell me more about...”

Feedback

This technique is used following paraphrasing or clarifying. Feedback is sharing some thoughts by the listener as a result of understanding what was said. An example of an opening phrase is, “It sounds like...”

