



ACTIVE LISTENING TECHNIQUES

Actively listening is going to be a key skill you will be exercising in Peer Mediation. The great thing about active listening is that there are a variety of techniques you can use to listen to the core of the message, clarify details that may be unclear, and get more information for a more complete picture. See below for seven techniques on active listening.

	PURPOSE	TO DO THIS...	EXAMPLES
ENCOURAGING	To convey interest	...don't agree or disagree	Can you tell me more?
	To encourage the other person to keep talking	...use neutral words ...use varying voice intonations	
CLARIFYING	To help you clarify what is said	...ask questions	When did this happen?
	To get more information	...restate wrong interpretation to encourage speaker to explain further	
	To help the speaker see other points of view		
SUMMARIZING	To review progress	...restate major ideas expressed, including feelings	These seem to be the key ideas you have expressed...?
	To pull together important ideas and facts		
	To establish a basis for further discussion		
VALIDATING	To acknowledge the worthiness of the speaker	...acknowledge the value of their feelings ...show appreciation for their efforts and actions	I appreciate your willingness to resolve this matter

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	PURPOSE	TO DO THIS...	EXAMPLES
RESTATING	<p>To show you are listening and understand what is being said</p> <p>To check your meaning and interpretation</p>	...restate basic ideas and facts	So you would like your parents to trust you more, is that right?
REFLECTING	<p>To show that you understand how the speaker feels</p> <p>To help the person evaluate his or her own feelings after hearing them expressed by someone else</p>	...reflect the speaker's basic feelings	You seem very upset?
PARAPHRASING	Putting your own words and what you understand as the person's issues and feelings	...to summarize the person's core message	So, what you said was _____ and you feel _____ about it.
ASKING OPEN QUESTIONS	Get the participants to tell you more about their story	...draw more information for a complete picture	<p>Can you tell me more?</p> <p>What else happened?</p> <p>How did that make you feel?</p>