



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 To help the speaker see other points of view | ...restate wrong interpretation to encourage speaker to explain further | |
| 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 |

CONTINUED

| | 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> |