

VERBAL STRATEGIES FOR ACTIVE LISTENING

	<i>Ask Questions</i>	<i>Focus on Emotions</i>	<i>Reflect Back</i>
<i>Purpose</i>	To get more information	Shows you've understood how they've felt Helps them think about their feelings and more able to name them in the future	Conveys interest Shows you are paying attention Encourages them to keep talking
<i>How to</i>	Ask closed and open questions	Reflect back accurately their feelings and emotions	Restate the information they've told you in your own words – they know you have listened and understood what they've said
<i>Examples</i>	Can you tell me what happened? What did you do, or say, when Mrs C stopped you in the corridor?	So you were angry when you were stopped in the corridor by Mrs C	So you spoke to Mr A at the end of your last class about the homework and then you had to run to get to your next class on time
<i>Brainstorm</i>			

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	<i>Encourage</i>	<i>Summarize</i>	<i>Clarify</i>
<i>Purpose</i>	Shows interest	Review all that's been said	Clarify what's been said
	Encourages them to keep talking, expand on their explanation or story	Pulls together key points Set the scene for a further discussion – potentially a restorative one	Help them see other points of view
<i>How to</i>	Use verbal and non-verbal prompts	Restate main themes including feelings and actions	Ask more about anything that is vague, unclear, or is inaccurate Restate inaccuracies, misconceptions, and explore further
<i>Examples</i>	Verbally use expressions such as: 'Uh huh, yes, tell me more about that, and then what, ...' Non-verbally: nod, use eye contact, lean forward, ...	So let me just check that I've got everything and that I've got it right...	Remind me, was that before or after Mrs C stopped you Can I just check who said that? Did you mean or?
<i>Brainstorm</i>			