



## ***Active Listening Cards***

### **Eye Contact:**

Use full eye contact where culturally appropriate.  
Resist looking elsewhere, at others and especially the clock even when you feel he/she is talking too long.

### **Paraphrase:**

Repeat the message, but usually with fewer words.  
What are the speaker's basic "thinking" and "feeling" messages?

### **Facial Expressions:**

Use non-verbal "I'm listening" cues such as nodding.

### **Give Full Attention:**

Put aside distracting thoughts.  
Avoid being distracted by environmental factors.

### **Body Language:**

Ensure your posture is open and inviting.

### **Silence:**

Allow time for speaker to fully explore and state their message.

### **Clarify:**

Process of bringing vague material into sharper focus.

"Let me see if I got it all..."

### **Perception check:**

Request for verification of your perceptions.

"Let me see if I've got it straight..."

### **Summarize:**

Pull together and organize the major aspects of the dialogue.

"The major points of what you are saying..."

### **Empathy:**

Reflect content and feelings.

"You feel (state feeling) because (state content)..."

Adapted with permission from Leanne Eko, Education and Design Consultant, Olympia, WA.



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