

# Active listening...

... is a communication technique which involves listening carefully while someone else speaks, and acknowledging what the speaker has said without judgement.



**Find somewhere quiet**  
to talk to reduce distractions



**Be attentive**  
to what the person is trying to say to you



**Give feedback**  
by nodding, smiling, and encouraging them to continue



**Seek clarification**  
by double-checking anything that is unclear to you



**Summarise** what they have said or  
**repeat** back key words

**Use simple, open-ended questions**  
like "What makes you feel that way?"



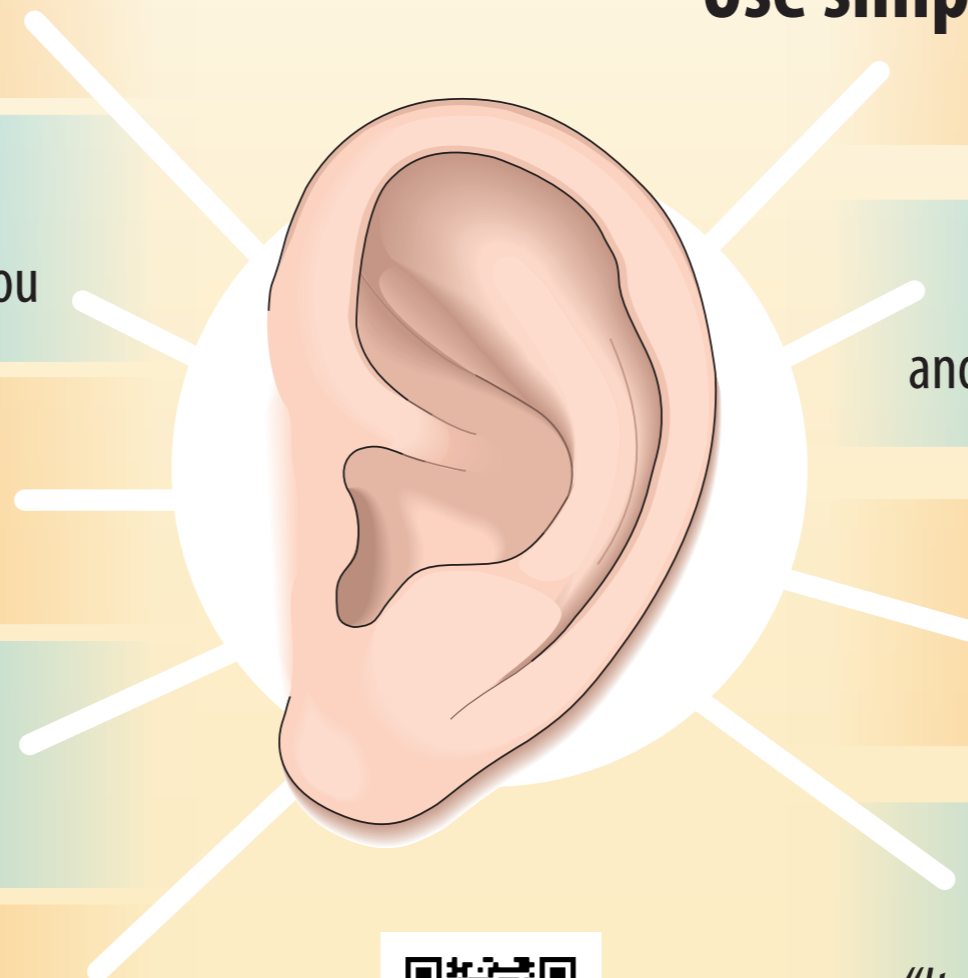
**Keep an open mind**  
and allow the speaker to finish their points



**React** to what is being said.  
You do not have to remain silent



**Name the emotions**  
the speaker might be feeling –  
*"It sounds as though you feel really fed up."*



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