

# Active Listening

## The Steps

Focus your attention on the speaker.

Let the person know that you are listening. How can you do this? (You can do this nonverbally by nodding and making eye contact. You can also show that you are focusing by not doing something else while the person is talking and by not interrupting.)

Confirm what you are hearing.

You can do this by repeating parts of what the person says or by summarizing what's been said. You can also repeat or summarize silently to yourself.

Respond to the speaker

Reply to the speaker in some way to show that you have heard and understood what has been said. You might ask questions, make comments, or continue the conversation.

## Concluding Thoughts

What is the difference between listening and hearing?

List three benefits of being a good listener and three consequences of not being a good listener.

List three things you can do to become an active listener.