Active Listening Skills

M Minimal Encouragers

"I see", "Right", "Uh-huh", "Okay"

O Open-Ended Questions

"Who…What…When…Where…How"

R Reflecting/Mirroring

(Repeating)

E Emotion Labeling

"You sound…","You seem…", "I hear…"

P Paraphrasing

"So if I understand you…"

I 'I' Messages

"I feel (emotion) when you (action) because (reason)"

E Effective Pauses

Encourages the person to continue speaking

S Summarizing

Refresh major points of progress or interest