

HANDOUT 2.2: Being an Active Listener

Here are some helpful reminders about how to be an active listener.



CHECK YOUR BODY LANGUAGE

Face the speaker and maintain eye contact.

Show an openness to ideas. Avoid crossing your arms.

Try to maintain neutral facial expressions.



BE ATTENTIVE

Avoid distractions, such as devices or other people.

Block out your own thoughts.

Make sure your attention is on the speaker. Listen to the words and try to picture what the speaker is saying.



DON'T INTERRUPT

When the speaker is sharing, remember it is not about you and your thoughts. Interrupting sends negative signals to the speaker and those around you.

Keep your questions or comments until the end.



SHOW EMPATHY

Imagine being in someone else's shoes. Try to feel what the speaker is feeling and consider their perspective.



BE CURIOUS, LEARNING IS THE GOAL

Asking questions demonstrates that you are curious and want to learn something new. It can also help you clarify anything that was unclear. Curiosity expands our empathy.

Examples: How did you feel when....? Can you tell me more about...?
