

Seven Simple Steps to Active Listening

1. Pay Attention

2. Delay Judgment

3. WAIT

It stands for Why Am I Talking. Are you giving enough airtime for people to talk?

4. Reflect and paraphrase.

Say something like, "What I hear you saying is..."

5. Clarify if you don't understand something.

Say something like, "What are your thoughts on..." or "I don't quite understand what you are saying. Could you repeat that?"

6. Summarize what you just heard.

7. Be an active participant in the dialogue.

Say something like, "That sounds like something I went through." But don't tell your entire story. Remember, "It's not about me" anymore!

