

Listening Techniques: Session 2

Active Listening Examples:

* Open and closed questions
* Head nods
* Smiles
* Eye contact
* Leaning forward
* Arms and legs uncrossed
* “Mmm-hmm”
* “I see”
* “Tell me more”
* “If I am understanding correctly…”
* “What I hear you saying is…”

Encouragers:

* Non-Verbal- head nod, positive facial expressions
* Verbal- minimal responses such as uh-huh and I hear what you are saying
* Invitations to continue- Tell me more

Peer Bulldog should be prepared to give examples of active listening, encouragers, practice paraphrasing, use reflection statements and practice summarizing verbal statements.

