

## Active Listening (sample)

Looks Like	Sounds Like
Head Nodding	Encouraging- <ul style="list-style-type: none"><li>○ Hmm; yes; I see; Then what?</li></ul>
Eye Contact	Clarifying- <ul style="list-style-type: none"><li>○ Did you mean...?</li><li>○ How long has this been happening?</li></ul>
Sitting still	Restating- <ul style="list-style-type: none"><li>○ You said.....</li><li>○ I heard you say...</li></ul>
Facing the speaker	Summarizing- <ul style="list-style-type: none"><li>○ You told me 3 things...</li><li>○ So you think.....</li></ul>
Leaning forward	Reflecting- (emotions) <ul style="list-style-type: none"><li>○ You seem frustrated</li><li>○ That made you happy</li></ul>
Taking notes	