

Active Listening Prompts

Instructions

Guided by the instructions of your facilitator, here are some tips to keep in mind when the speaker in your group has finished sharing.

Use these Listener Prompts to respond to the speaker:

- Only one person speaks at a time.
- **Paraphrase** - Restate the same information you just heard, using different words to reflect what the speaker said in summary form, eg “What I heard you say was [...]”
- **Clarify** - Invite the speaker to explain some aspect of what they said, eg “Can you say more about [...]?”
- **Reflect** - Relay what was said back to the speaker to show that you understand how he/she feels about something, eg “It seems to me that you felt confused and worried when [...] happened.”
- **Ask Questions** - Where appropriate, ask questions to encourage the speaker to elaborate on their thoughts and feelings. Avoid jumping to conclusions about what the other person means. Instead ask questions to clarify their meaning, eg “When you said [....] did you mean [....]?”
- **Express Empathy** - If the other person voices their feelings, strive to validate these feelings rather than questioning or deflecting them. For example, if the speaker expresses frustration, try to consider why he or she feels that way, regardless of whether you think that feeling is justified or whether you would feel that way yourself if you were in their position. This could sound like “I can sense that you’re feeling frustrated...” and “I can understand how that situation could cause you frustration...”
- **Summarise** - Identify, connect, and integrate key ideas and feelings in what the speaker said, eg “Let me summarise what I’ve heard so far...”