

PHRASES FOR ACTIVE LISTENING

- ENCOURAGING: *“Can you tell me more?”*
- CLARIFYING: *“When did this happen?”*
- SUMMARIZING: *“Let me see if I understand what you just said...”*
- ACKNOWLEDGING: *“I can see you are feeling very angry right now.”*
- OPEN QUESTIONING: *“Why?... What would you like to see happen.”*
- RESPONDING: *“I see it this way... How do you see it?”*
- SOLICITING: *“I would like your advice about how we can resolve this.”*
- NORMALIZING: *“Many people feel the way you do.”*
- EMPATHIZING: *“I can appreciate why you feel that way.”*
- REFRAMING: *“I understand that you feel _____ when s/he _____.”*
- VALIDATING: *“I appreciate your willingness to be here....“*