

Active listening has 3 steps.

Hearing

What did you think you were told?

Understanding

What does this mean to you?

Assessing

Does the statement make sense to you?

Active listening includes:

Non-verbal responses – eye contact, nodding, posture

Encouragers – mmm, yes, right, okay, uh-huh

Reflection of content and feelings – stating back events or emotions

Matching young people's language/terms – when appropriate

Summarising – brief replay of what was said

Noticing what is missing – gaps, conflicting information, hidden meanings

Finally, here are some effective responses to keep the conversation going while listening actively

Could you tell me more about that?

What happened next?

That must have hurt/felt

How have you handled things like this before?

I can see this is really troubling you.

You feel (emotion) because of (situation)?

Could you repeat that? I want to really understand.

I like how you said