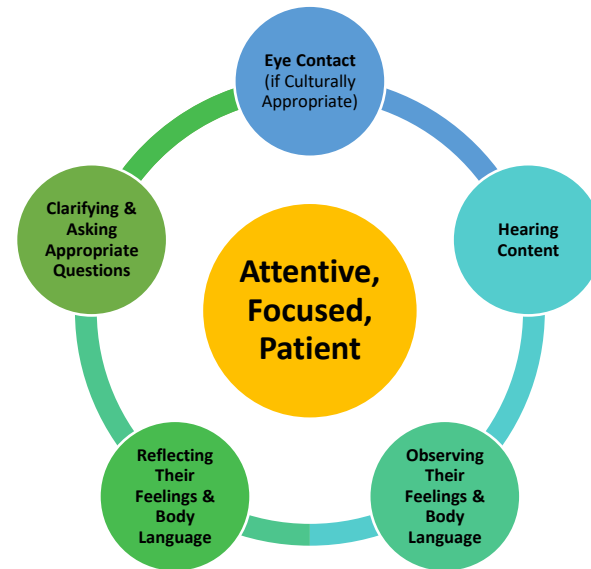


# Active Listening



## Self-Awareness

<b>Your Facial Expressions</b>	Neutral expression unless the situation warrants conveying more emotion.
<b>Your Body Language</b>	Relaxed but present, possibly mirroring their body language if appropriate.
<b>Terminology</b>	Consider the terminology and language you use, is it culturally appropriate? Is it appropriate in this context?
<b>Your Role &amp; Skill Level</b>	Consider your responsibilities according to your position and be aware of your skill level. Get help if needed.
<b>Your Comfort level</b>	Consider your comfort level, are you able to ground yourself and be present? Get help if needed.

## Attentive, Focused, Patient

<b>Eye contact (if Culturally Appropriate)</b>	This can convey that you see them and care but be careful not to stare and ensure your expression is neutral unless the situation warrants conveying more emotion. Also consider cultural appropriateness.
<b>Hearing Content</b>	Nodding, saying “uh-huh” and “go on”, paraphrasing, and summarizing.
<b>Observing Their Feelings &amp; Body Language</b>	What do you think they are feeling and how do you know? What cues does their body language signal?
<b>Reflecting Their feelings &amp; Body Language</b>	Reflect back what you think they are feeling and what you can see in their body language. Clarify to ensure you are assessing them accurately. If they are tense, try helping them relax.
<b>Clarifying &amp; Asking Appropriate Questions</b>	Ensure you understand the information they are sharing. Know when to ask close ended vs. open ended questions and when to ask probing questions.