Active Listening Skills

Paraphrasing (restatement): summarizing what you just heard, without interrupting
“It sounds like you've tried several
things and feel really stuck.”

Emotional Validation: Expressing understanding and empathy for the other's feelings.
“That seems super frustrating and discouraging.”

Silence & Semi-Verbal Response Body language and sounds can convey listening. You can be present and silent (consider head nodding, eye contact, “uh huh”).

“I” Statements:
“I felt [emotion] when [what happened]. Next time [specific request].”

Example: “I felt let down and worried when you missed dinner.”
Next time “I need you to call me ahead of time if you can’t make it.”

This is typically much more effective than ways of communicating that provoke defensiveness, like “Why are you so disrespectful!” or “Stop being so inconsiderate!”