

Grammar

ACTIVE LISTENING AND EMPATHIC RESPONSE

Techniques for Active Listening: Reflecting, Paraphrasing, Probing

<i>Techniques for Active Listening</i>	Explanations
Minimal encouragers	brief, positive prompts keeping the conversation going and showing interest
Echoing technique	The listener repeats the interlocutor's last words (it forces the speaker to really think about what s/he is saying).
Paraphrasing	It expresses the other person's statements by using the listener's own words to ensure understanding and getting the main point of the message.
Restating or clarification technique	It shows that the listener is listening and understands. It also checks the listener's perception of the speaker's message. It consists of restating the other's basic ideas, emphasizing the facts.
Giving feedback	By giving feedback the listener lets the person know what his/her thoughts are on the situation. The listener shares pertinent information, observations, insights, and experiences. Then he/she listens carefully to confirm.
Emotion labelling/identification	Putting feelings into words will often help a person see things more objectively.
Summarizing technique	This helps the listener restate, reflect, and summarize major ideas and feelings in order to establish a basis for further discussion.
Probing	Asking questions

Examples:

Minimal encouragers

“umm-hmmm,” “Oh?” “I understand...” “Then?,” “And?” “I see..”

Echoing technique

Patient: This has been the worst day of my life.”

Doctor/ Listener: “The worst day of your life?”

Paraphrasing

The listener trusts his/her perceptions and the other person is receptive to comment:

I feel weak. It takes me a long time to get dressed in the morning.

You mean you feel drained of energy. /It seems to you feel drained of energy. /You think...../ What I hear you saying ... / In your experience ...

The listener is having difficulty perceiving clearly or the other person is not receptive:

Is it possible that you feel drained of energy, without energy?

Are you feeling .../It seems that you ...

You feel drained of energy is that what you mean?

I guess that you you feel drained of energy. I wonder if ...

I'm not sure if I'm with you, but you feel drained of energy.

Could this be what's going on ...

Is there a chance you ...

If you did more of ... you might find that

Restating or clarification technique

“If I understand, your idea is you feel drained of energy.”, “In other words, this is...”

“I'm not quite sure I understand what you are saying”, “When you said what did you mean?” “Could you repeat ...?”

Emotion labelling/identification

I'm sensing that you're feeling frustrated/ worried/ anxious.

Summarizing technique

These seem to be the key ideas... ,If I understand you, you feel that....

Probing

Open-ended Questions (gather information and facts):

What are your concerns and worries about this situation?/ Where would you like to begin?

Can you tell me what that means to you?

How would you like things to be?

What have you thought of?

What options can you think of?

How do you see things changing?

What would you like to do about it?

What's most important for you?

Closed-ended Questions(details):

Did you meet...?

Are you going to....?

Can you.....?

Do you have to.....?