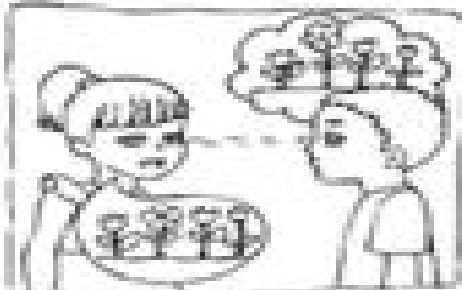


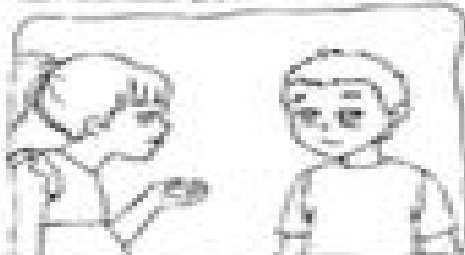


Active Listening Checklist



1. Look

Keep your eyes on the person who is speaking
Concentrate on what is being said.



2. Smile!

Use body language and a friendly face to show that you are listening.



3. Listen without interrupting.

It is okay for the other person to share their feelings. Do not interrupt. You do not have to feel the same way.



4. Ask questions

Make sure you understand what has been said.
Paraphrase to let the other person know what you have heard. E.g. "It sounds like you are saying that..."