

Active Listening Step-by-Step



FOCUS

- 1 Face speaker
- 1 Make eye contact
- 1 Relax your posture (don't cross arms)
- 1 Don't interrupt
- 1 Try not to anticipate what speaker will say
- 1 Don't over-think & out run conversation

FILTER

- 2 Be silent but engaged
- 2 Shift from judgment to curiosity
- 2 Focus on what speaker is trying to say
- 2 Avoid emotional reactions until speaker finishes
- 2 Let silence do the heavy lifting
- 2 Listen to understand, not to reply
- 2 Ask clarifying questions

FEEDBACK

- 3 "That makes sense, so I can imagine you feel _____."
- 3 "Is there more about that?"
- 3 Our tone makes the problem worse than the problem itself
- 3 Zero negativity = absolute safety
- 3 Summarize facts, feelings, key points & close the loop