EARS ACTIVE LISTENING

ye Contact[varies with culture]

cknowledge that you are listening. <u>A</u>sk open-ended questions.

[Nod and say "mm-hmm."]

eflect feelings. ["Sounds like you're feeling _____." Ask questions without a "yes" or "no" answer.]

ummarize what you heard the person say and confirm. ["So you think that ______. Is that right?]

