



Essential Skill: Effective Communication - Active Listening

LISTENING:



Active listening makes the participants feel heard and understood. Suggestions for active listening: (Note what strikes you about each)

- **Non-verbal:** Eye contact, gestures, facial expressions
- **Focus:** Clear your mind and pay attention to what is being said
- **Empathy:** Put yourself in the other person's place
- **Remain quiet:** Allow the person to complete their statement
- **Paraphrase:** Restate what the person said using different words to clarify understanding

What is active listening and why is it important? Jot your notes here:



Essential Skill: Effective Communication - Questioning

QUESTIONING:



The best way to gain a deeper understanding is to use effective questioning techniques

- **Open Ended:** Avoid yes/no questions; instead ask questions that require a more in-depth answer.
- **Non-judgmental:** Keep your questions neutral. Avoid leading questions.
- **Silence:** Provide time for the person to answer the question.

As the topic is shared, brainstorm related questions. Try to think of as many as you can. List them here: