

Listening Skills

Passive Listening

- **Attending**—being physically present when someone has a problem
- **Silence**—Remaining silent when listening to another express a problem
- **Acknowledgments**—Expressions to indicate you're paying attention (“hm-hmm”, “I See”)
- **Door Openers**—Invitations for the other person to say more (“Do you want to tell me about it?”, “Can I help?”)

Active Listening

- Used in conjunction with Passive Listening
- Should be used when you have time to help someone with a *problem* and they want to be helped

I-Message/Active Listening Process

