

HANDOUT A2.1: BEING AN ACTIVE LISTENER

Here are some helpful reminders about how to be an active listener.



CHECK YOUR BODY LANGUAGE

- Face the speaker and maintain eye contact.
 - Show an openness to ideas. Avoid crossing your arms.
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BE ATTENTIVE

- Avoid distractions, such as devices or other people.
 - Make sure your attention is on the speaker. Listen to the words and try to picture what the speaker is saying.
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DON'T INTERRUPT

- When the speaker is sharing, remember it is not about you and your thoughts. Interrupting sends negative signals to the speaker and those around you.
 - Keep your questions or comments until they have finished talking.
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SHOW EMPATHY

- Imagine being in someone else's shoes. Try to feel what the speaker is feeling and consider their perspective.
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BE CURIOUS, LEARNING IS THE GOAL

- Asking questions demonstrates that you are curious and want to learn something new. It can also help you clarify anything that was unclear. Curiosity expands our empathy. *Examples:* How did you feel when....? Can you tell me more about...?