

5 RECEPTIVE LANGUAGE STRATEGIES TO BUILD ACTIVE LISTENING

Active Listening is a 3-part process to increase one's ability to listen, attend, and retain information, thereby improving receptive language

While the person is speaking

1) Gauge the emotional state of the speaker.

Describe the person who is speaking to you. Your response should take their emotional state into consideration.

2) Don't listen without thinking.

Most listeners are focused on what they want to add or what's next. Think about what is being said.

Before Responding

3) Enjoy the silence.

Do not respond immediately. Pausing in silence before a response shows you are thinking about what they said and are listening.

When Responding

4) Ask follow-up questions.

Get the person to share more. Don't always begin with your own contributions.

5) Restate what the person said and check your understanding.

I heard you say... If I understand this correctly you want me to... are great ways to demonstrate understanding and learning.