

The Speaker-Listener Technique

Rules for both of you:

1. Speaker has the floor,
2. Share the floor,
3. No problem solving.

Rules for the speaker:

1. Speak for yourself,
2. Don't go on and on,
3. Stop and let the listener paraphrase.

Rules for the listener:

1. Paraphrase what you hear,
2. Focus on the speaker's message,
3. Don't rebut.

<http://www.soencouragement.org/handlingconflictseminar.htm>

Active Listening Skills

Review:

1. Reflect,
2. Clarify,
3. Explore,
4. Extend,
5. Summarize.

http://www.ehcounseling.com/materials/active_listening.pdf

Open-ended Questions

Review:

1. Closed questions can be answered with a simple "yes" or "no"
2. Open questions call for more than just a yes or no.

http://www.ehcounseling.com/materials/active_listening.pdf