|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Adopt an****Active Listening****Mindset** | **Questioning** | **Reflecting** | **Empathizing** | **Clarifying** | **Summarizing** |
| Establishes the intention to “seek tounderstand.”Primes the listener for openand effective communication.Demonstrates goodwill and helps thelistener to gain the speaker’s trust. | Demonstrates the intention tounderstand, invites the speaker toelaborate, and expands context forunderstanding. | Ensures understanding by confirmingto the speaker that the communicationhas been accurately received. | Acknowledges the speaker’s rightto their feelings, expresses supportregardless of agreement, reducesdefensiveness, and promotescooperation. | Elicits additional information fromthe speaker and brings into focus anypoints of the communication that arestill unclear. | Ensures that the speaker feels theconversation has come full circle, thattheir perspectives have been addressed,and that trust is carried forward intothe future. |

|  |  |  |
| --- | --- | --- |
| **Date** | **Topic** | **Notes** |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |