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| **Adopt an**  **Active Listening**  **Mindset** | **Questioning** | **Reflecting** | **Empathizing** | **Clarifying** | **Summarizing** |
| Establishes the intention to “seek to  understand.”  Primes the listener for open  and effective communication.  Demonstrates goodwill and helps the  listener to gain the speaker’s trust. | Demonstrates the intention to  understand, invites the speaker to  elaborate, and expands context for  understanding. | Ensures understanding by confirming  to the speaker that the communication  has been accurately received. | Acknowledges the speaker’s right  to their feelings, expresses support  regardless of agreement, reduces  defensiveness, and promotes  cooperation. | Elicits additional information from  the speaker and brings into focus any  points of the communication that are  still unclear. | Ensures that the speaker feels the  conversation has come full circle, that  their perspectives have been addressed,  and that trust is carried forward into  the future. |

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