

<u>SKILL</u>	<u>BEHAVIOR</u>	<u>DO</u>	<u>AVOID</u>
Acknowledge	Provide verbal or nonverbal awareness	Face the speaker & maintain eye contact, nod, etc.	Looking around the room or fidgeting
Restate	Respond to the person's basic verbal message	Repeat the phrase you would like clarified	Changing the subject
Reflect	Reflect perceptions of content that are heard or perceived through cues	Listen for what is not said. Respond with phrases such as, "so, you feel..."	Discounting/downplaying their feelings
Interpret	Offer a tentative interpretation about the person's feelings, desires or meaning	Keep an open mind about what you are hearing; try to picture what the speaker is saying	Assuming you know what they're saying without listening
Summarize	Bring together feelings and experiences to provide a focus	Repeat back what you heard briefly but accurately; paraphrase	Elaborating on what the speaker is saying
Probe	Question the speaker in a supportive way to request info or clear up confusion	Wait for the speaker to pause to ask clarifying, open-ended questions	Interrogating or challenging the speaker
Give Feedback	Share perceptions of the person's ideas or feelings, disclosing relevant personal info	Wait 3 sec. then respond with phrases like: "So you feel that..." or "I felt that way when..."	Interrupting or offering solutions; preaching or teaching
Support	Show warmth and caring in one's own individual way	Pay attention to what isn't said – to feelings and non-verbal cues	Judging or rehearsing your response
Check Perceptions	Find out if interpretations and perceptions are valid and accurate	Check accuracy of perceptions with phrases like "I think you're saying..."	Making assumptions or jumping to conclusions
Being Quiet	Give the person time to think as well as to talk	Try to understand what the speaker is feeling and have empathy for them	Filling pauses; instead, let them set the pace
Encourage	Encourage the person to keep talking	Choose neutral words, vary intonation, encourage with phrases like "can you tell me more?"	Judging, rushing them, jumping to conclusions, filling in the blanks yourself
Validate	Acknowledge or appreciate the issue the person is conveying	Acknowledge their feelings with phrases like "I can understand how you might feel that way"	Judging, making it about your feelings, dismissing their feelings

