

**Essential Non-Directive Effective and Active Listening Skills**

<b>Build Rapport</b>	<ul style="list-style-type: none"> <li>• Look at the person who is speaking.</li> <li>• Pay attention.</li> <li>• Make eye contact.</li> <li>• Think only about what your client saying.</li> <li>• Listen without interrupting until your client stops talking.</li> </ul>
<b>Empathize</b>	<ul style="list-style-type: none"> <li>• Do your best to understand their point of view.</li> <li>• Pay attention to your client's tone of voice and posture for clues as to how they are feeling.</li> </ul>
<b>Paraphrase</b>	<ul style="list-style-type: none"> <li>• Repeat in your own words the essence of what they have said.</li> </ul>
<b>Reflect Feelings</b>	<ul style="list-style-type: none"> <li>• Reflect back to you client what you have heard him or her say, emphasizing the way your client is feeling.</li> </ul>
<b>Clarify</b>	<ul style="list-style-type: none"> <li>• If there is something they have said that you do not understand, ask questions for clarification.</li> <li>• Keep in mind: most questions are hooks, which do not seek an answer, but are instead used to express an opinion of the questioner.</li> </ul>
<b>Feedback</b>	<ul style="list-style-type: none"> <li>• Invite your client to give you feedback about how well you understand.</li> <li>• Ask your client to tell you three things that you are doing that help them feel understood.</li> <li>• Ask for one suggestion for how to improve your listening skills.</li> <li>• Listen to this feedback using the same skills of non-directive interviewing.</li> <li>• Please note that nowhere in this assignment should you tell your client what you think or what suggestions you have to solve their problem. Your entire focus in this assignment is to practice active and effective listening.</li> </ul>

**Reflection**

Once you have completed the feedback process, use the questions below to reflect on the experience. Although these are not in the requirements for the Unit 6 Assignment, this process will help you put your thoughts together and may help you with the narrative portion of the presentation.

- What was easy and what was hard about active listening?
- What was difficult about rapport building?
- How difficult was it to keep track of the content of what your client was saying and what was important to him or her?
- How difficult was it to figure out what your client was feeling?
- What in your own background may have affected how easy or hard these skills are for you?
- Was it difficult not to share your own thinking and suggestions?
- Did you mistakenly tell your own ideas even though the instructions said not to? (The pull to do this is very strong for most of us.)
- What did your client tell you were your strengths as an active and effective listener?
- What are one or two specific ways you can improve your listening skills?