

Listening Skills Checklist



Verbal

- Small Encouragements** - small words or sounds to show you are listening
 - "Uh-huh", "OK", "Yeah"
- Summarizing Statements** - tie together multiple ideas or statements
 - "It seems like you have been having difficulty managing your anxiety this semester."
- Paraphrasing** - helps to show you are listening and checks for understanding
 - "What I hear you saying is...."
- Clarifying Questions** - ask questions to show interest and encourage the person to continue sharing
 - "Can you tell me more about what happened?"
- Validation of Feelings** - shows that you recognize and accept a person's feelings
 - "That must be hard."

Non-Verbal

- Be seated
- Control posture
- Respect personal space
- Make eye contact
- Nod occasionally
- Smile and use other facial expressions
- Stay calm

Remember to:

- Place your attention on the person you are supporting
- Limit distractions
- Pay attention to their body language
- Have empathy
- Use good boundaries
- Use pauses and silence as needed
- Recognize cultural differences