

## Active Listening Techniques



**Building trust and establishing rapport**



**Demonstrating concern**



**Paraphrasing to show understanding**



**Nonverbal cues which show understanding such as nodding, eye contact and leaning forward**



**Brief verbal affirmations like “I see,” “I know,” “Thank you” or “I understand”**



**Asking open-ended questions and seek clarifications**



**Waiting to disclose your opinion**



**Avoid:**

- **Telling your own stories or of other people**
- **Making assumptions**
- **Being judgemental of clients or co-workers**
- **Expressing your own opinions**