

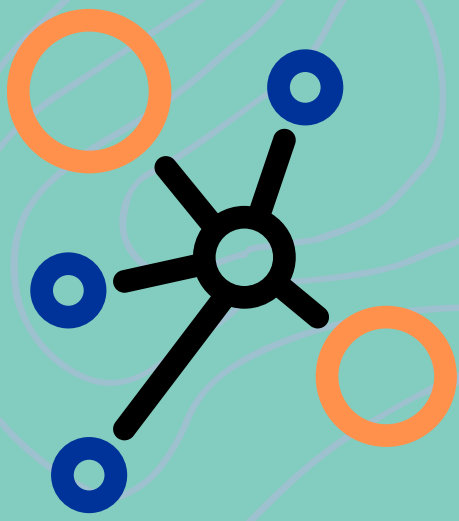
LISTEN ACTIVELY

TO BE HEARD, LISTEN FIRST

ASK

Ask the other person to tell you what he has to say. It is best to ask an open question that gets him to tell you the whole story.

1



CONNECT

While the other person is talking, send signals such as facial expressions, body language, brief words and head nods to show that you are listening.

2

RETELL

Send a clear signal that you listened well by telling the person what you heard especially the things that mattered most to the other person. This way, he will know that you heard him.

3



CLARIFY

Ask clarifying questions to seek clear details on who was involved or when, how or where something happened, something like “I want to be sure I understand. Can I ask you a few questions?”

4

SUMMARIZE

Summarize back what you heard as it helps in two ways: (1) It corrects incorrect or completes missing information and (2) it shows that you are being serious about trying to understand.

5



When you ask, connect, retell, clarify and summarize, you take strategic steps to improve your communication. You give the other person something he really wants—to be heard and understood.