

Active Listening

Paraphrase

Paraphrase what someone has said to make sure that you understand and to show that you are paying attention.

Ask Questions

Ask questions to encourage the other person to elaborate on their thoughts and feelings.

Express Empathy

If the other person voices negative feelings, strive to validate those feelings rather than questioning them or defending against them.

Body Language

Show that you are engaged and interested by making eye contact, nodding, facing them and maintaining an open and relaxed body posture.

Avoid Judgement

Try to understand and accept other perspectives even if you disagree.

Avoid Advice

Don't jump into giving advice, understand them first.

Take Turns

Take turns with expressing your emotions (a.k.a. don't cut each other off).