

FUSD Teacher Induction Program Components of Active Listening



1. Be attentive.

- Use attending skills to show that you are listening and open to a dialogue/conversation.
 - Greet the candidate in a friendly manner.
 - Find a private, safe, and confidential location.
 - Sit in a neutral position.
 - Maintain an open posture.
 - Lean forward.
 - Make eye contact.
 - Provide a calm environment.
 - Exude warmth and openness.
 - Allow for pauses.
 - Use “invitors.”
 - Refrain from “distractors.”

2. Ask open-ended questions.

- Prompt the beginning of a longer conversation by asking questions starting with
 - “Why”
 - “How did”
 - “What if”

3. Ask probing questions.

- Prompt the responder to think, elaborate, and reflect on previous responses by asking questions starting with
 - “Can you tell me more about”
 - “What do you think about”

- “What have you learned about”

4. Request clarification.

- Ask the responder to explain again or in a new way in order to further understanding, using phrases like
 - “Could it be that”
 - “I wonder if”
 - “Let me see if I understand; you”
 - “You appear to be feeling”
 - “Could you clarify what you mean by”
 - “Am I correct in saying that you”

5. Paraphrase.

- Rephrase the responder’s last comments periodically to ensure that you are following.
 - “What I hear you saying is”
 - “So from your point of view”
 - “I can tell that you’re feeling”
 - “It seems like you”
 - “I understand that”
 - “When you say... you mean”
 - “You felt... because”

6. Be attuned to and reflect feelings.

- Pick up on facial expressions, gestures, and voice inflections to determine the other person’s feelings.
 - If a person is fidgeting, they may be nervous.
- Empathize with the person by putting yourself in their position and mirroring similar or opposing emotions when appropriate.
 - With someone who is nervous, it is better to be calm rather than also appearing nervous.
 - Contrary to that, if someone is expressing a sad memory, you would not want to convey happiness. Instead, it is better to mirror the sadness.

7. Summarize.

- Restate the main ideas of the conversation to demonstrate your understanding.
 - “What I understand from our conversation is that”
 - “So your idea is that”