

### Listening & Curiosity

Look for clues as to what they are feeling and be curious about their perception. Ask open ended questions. "What's going on right now? What would you have preferred to happen?"

### Empathy and Validation

Hearing what the other person is saying without taking it personally. If we want to activate the other person's ability to listen and connect, we need to let the other person know that we have heard them.

The most effective way of listening effectively is to simply mirror back what they are saying using their words. Calmly saying back "It makes you crazy when they wait for you to change the toilet paper roll." We need to take out our natural tendency to evaluate and judge what they may be saying to us.

### What to say

In every helping field, active listening is one of the first things that people learn. This is where we learn to reflect back and say more than an absent-minded "uh huh". It means saying things like:

- "That is quite a problem"
- "I can see how you would be upset by that"
- "That would upset me too if that happened to me".

### Find out what they want

- Don't guess, ask them. "What would you like me to do?" "What would be helpful?"
- Also, make sure you ask "like me to do" and not "want me to do". It helps to put them in a more negotiating mood.

### Offer alternatives or suggestions

Now that you know what they want, you can start looking at what can be done. If you have paraphrased and they feel heard and respected, they can think along with you. Tell them you want to look at alternatives that you can both live with.

### Help them save face if they are wrong

No one likes to admit they are wrong. If this relationship is important to you, saying something that helps them save face reduces the chance of hard feelings. Giving them a way out will help smooth it over and help protect the relationship. For example:

- "I'd be just as upset if I thought I wasn't being listened to."
- "I'm so glad we figured out this misunderstanding. This happens to everyone, including me."