# MORE TECHNIQUES FOR ACTIVE LISTENING

There are several specific techniques for active listening. While active listening is a large aspect of step 2 of the collaborative approach, these techniques come in handy during all steps of the collaborative approach to managing conflict. People tend to respond to active listening techniques by opening up and offering more explanation of their feelings, perceptions, and assumptions.

| Technique | Examples |
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| Occasionally give brief and well-timed vocal replies. | “Yes, I see.”<br>“That’s understandable.” |
| Paraphrase what the other person is saying. | If the person says “I’m very stressed because I don’t get to talk to my kids often enough.” You would say “You’re stressed because you don’t get to talk with your kids.” |
| Connect the person’s emotion with the conflict. | “You sound like you’re stressed because you don’t see your kids enough, so you’re taking it out on others.” |
| Repeat the last words or main idea of the person’s statement. | If the person says “I’m feeling stressed because I don’t talk to my kids often enough,” you would say “so you’re feeling stressed?” |
| Use “I” statements to express your own emotions in an unprovocative way. | “We have been talking for a long time and I feel frustrated that you don’t think I want to help you.” |
| Pause. | Allow the person to fill in the space in conversation. |
| Ask for additional information. | “Can you tell me more about that?” |