

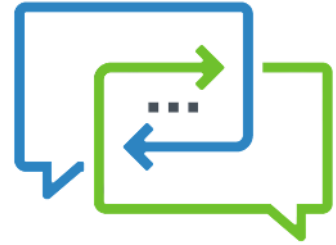
Active Listening and Strategic Questioning Job Aid

Key Listening Skills

Attending: A way of communicating to someone that you are listening and interested in what is being said.

Paraphrasing phrases:

- What I hear you saying is...
- In other words...
- As I understand it...
- It seems like...
- Would it be accurate to say...?



Insightful Questioning

Illustration: Encourage the speaker to paint a picture or fill in the blanks

“Can you share your thoughts with me?”

Clarification: Ask about effects or impacts

“Can you tell me what you mean by...?”

Consequence: Ask the speaker for his/her definition of a word or idea

“If this issue persists, what other issues might it cause?”

Elevating: Heighten or broaden issues and highlight the bigger picture

“Instead of talking about these issues separately, what are the larger trends we should be concerned about?”



Open-ended Questions

Goal:

- To promote dialogue
- To gather information

Examples:

- Can you describe to me...?
- How do you feel about...?
- What are your thoughts about...?

Closed-ended Questions

Goal:

- Confirm information
- Keep control of the direction

Examples:

- With whom did you speak?
- How many times did you...?
- Does that answer your question?