



Active Listening

Adapted from <https://mailshake.com/blog/active-listening-phone-sales/>

Tips

Be attentive.

Ask open-ended questions.

Ask probing questions

Request clarification.

Paraphrase.

Be attuned to and reflect feelings.

Summarize.

DON'T:

- Do not provide case management, counseling, or health information/recommendations
- Offer suggestions or advice. This is a hard one!
- Be judgmental or defensive.
- Anticipate what they will say.
- Have on background noise like TV, radio, or other potential loud sounds that will distract you from listening.

DO:

- Remove distractions.
- Pay attention to the context and quality of the silence before responding.
- Refer to the person's words, ask questions, and clarify comments as needed.
- Display clues that you are listening without agreeing or disagreeing with the message (i.e., "I see").
- Check with the person to see if they have further questions or comments.

