



Key Advice

Active Listening

Ask questions to understand:

- Frame your questions in a positive, non-judgmental way to understand the other person's point of view.
- Be genuinely curious. You are asking questions to understand their perspective, not to gather ammunition for changing their opinion.
- Ask open-ended questions: use questions that encourage detailed responses, such as "How did you feel about that?" or "What happened next?"

Show that you are listening:

- Use your body language to convey your attention and show interest. Nod occasionally, smile and use other facial expressions.
- Maintain an open and inviting posture. Encourage the speaker with small verbal cues like "Yes" and "I see."

Give feedback:

- Reflect on what has been said by paraphrasing. For example, "What I hear is..." and "It sounds like you are saying..."
- Ask questions to clarify certain points, such as "What do you mean when you say..." or "Is this what you mean?"
- Summarise the speaker's comments regularly to ensure understanding.

Avoid distractions and suspend judgment:

- Try to minimise environmental and mental distractions.
- Let the speaker finish without preparing your next question or response in your mind.
- Focus fully on the speaker's message, ensuring you comprehend it completely before thinking about your reply.



Advocating for Your View

Respond appropriately:

- Show respect and understanding in your response. Critique ideas, not people.
- Be honest and open in your feedback. Treat others as you would like to be treated.

Express your views clearly:

- Stay close to your experiences, feelings and values. Use "I" statements to express your perspective.
- Use positive language: articulate what you want rather than what you don't want.

Practice expressing your views in different ways:

- Be concise and clear. Avoid jargon and complex language.
- Use stories or examples to illustrate your points.