

Active Listening in Session

We listen most effectively and form greater understanding when we *actively* listen to what is being said.

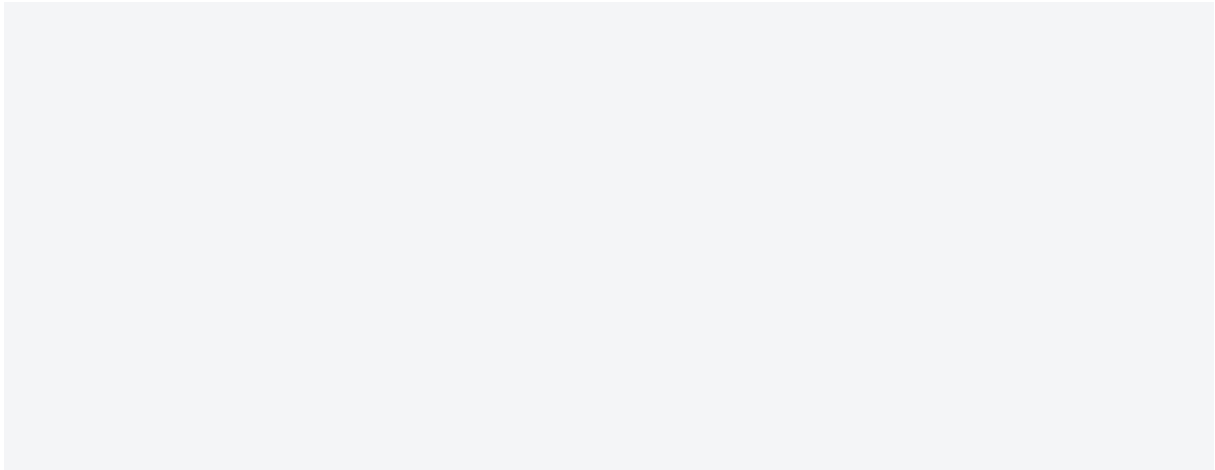
Use the below questions to reflect on a recent session with a client and the vital factors of active listening.

When was the session, and with who?

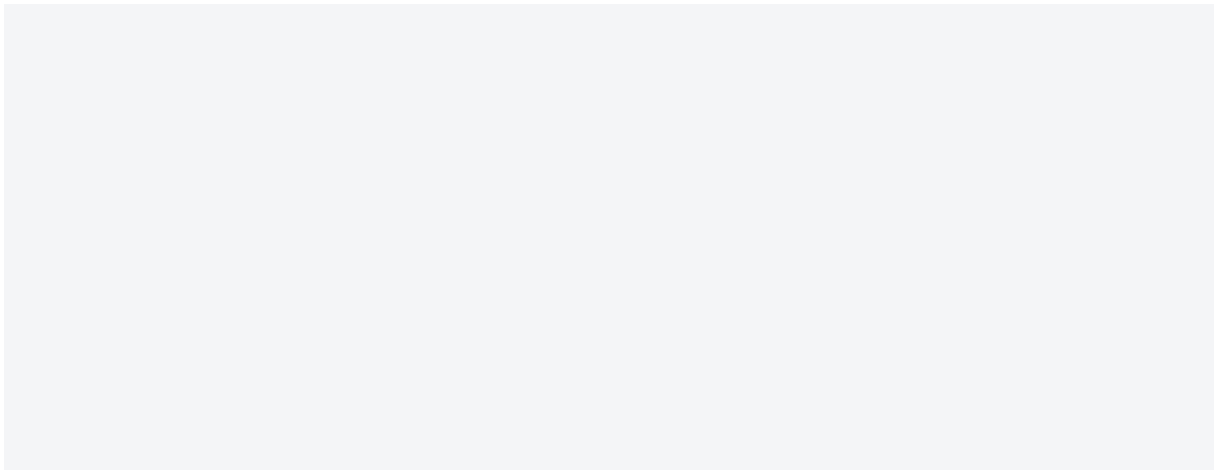
Did you use **open-ended questions**? If so, give examples:

Were you **attentive**? If so, give examples:

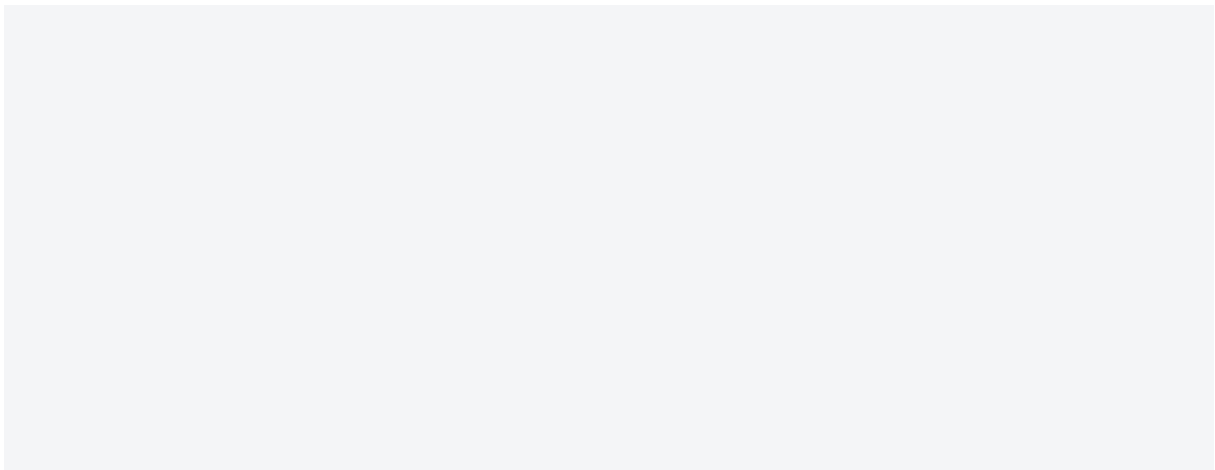
Did you seek **clarification**? If so, give examples:



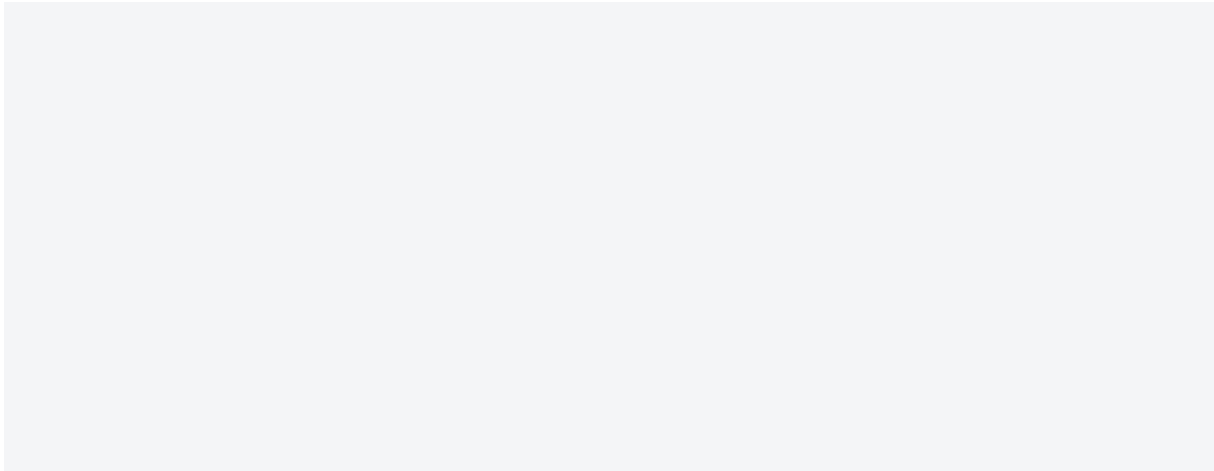
Did you **summarize** what was being said? If so, give examples:



Did you **observe non-verbal** as well as verbal communication? If so, give examples:



Did you use **reflection** (repeating back what you understood for confirmation)? If so, give examples:



Reflect on the answers you gave to each question and consider where you could improve or add additional focus in the future.

Dr. Jeremy Sutton