4 Techniques to Build

Active Listening Skills

1 Interpret and Reflect

Why	understand the context of what is being said	come up with questions to clarify what you've heard
How	don't interrupt	listen for meaning
	look at the employee directly	watch for non-verbal cues
Example	show you're listening through non-verbal communication like nodding, eye contact, smiling or other facial expressions.	

2 Respond

Why	help the employee feel understood	establish empathy and understanding
How	make eye contact	validate the employee's perspective
	ask clarifying questions	
Example	"It sounds like this experience has been difficult for you. What do you mean when you say... ?"	

Step Up and Succeed

Canada

EMPLOYMENT ONTARIO

Ontario

This Employment Ontario program is funded in part by the Government of Canada and the Government of Ontario.

4 Techniques to Build

Active Listening Skills

3 Paraphrase

Why

- demonstrate that you heard the message
- reduce confusion and misunderstandings

How

- repeat the message in your own words
- ask the employee if you understand correctly

Example

- “So you were late because of traffic?”
- “What I’m hearing is...”

4 Be Empathetic

Why

- understand the message from the employee’s perspective
- build trust and positive rapport with the employee

How

- avoid judgement
- mirror the employee’s body language
- acknowledge the feelings or emotions the employee expresses

Example

- “I’m sorry that this experience has caused you anxiety. I want you to feel comfortable at work. Let’s come up with a plan together.”

Step Up and Succeed

Canada

EMPLOYMENT ONTARIO

Ontario

This Employment Ontario program is funded in part by the Government of Canada and the Government of Ontario.