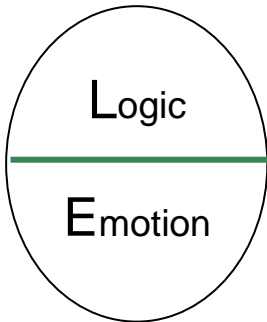


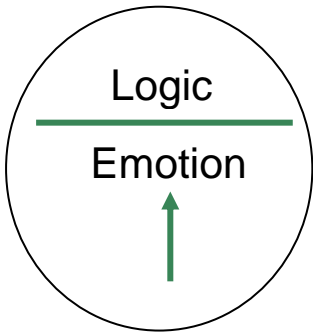
Listening:

The effective use of listening skills (**Summarize** or **Empathize**) demonstrates to the other person that you both hear and understand that in turn, builds trust and rapport. Both gather information without asking another question. In addition, empathizing helps manage emotion.

SUMMARIZE: Use your *own* words to reflect back what you heard.

WHEN to Summarize		HOW to Summarize	WHY Summarize?
<ul style="list-style-type: none"> When you hear a flow of data When logic and emotion are in balance 		<p>Use these three steps to summarize:</p> <ol style="list-style-type: none"> 1. Use your own words. 2. Avoid adding opinion. 3. STOP speaking to allow the person to respond 	<ul style="list-style-type: none"> • <i>Demonstrates</i> that you are listening. • Results in a speaker feeling <i>heard and understood</i>. • Builds <i>trust and rapport</i> in the relationship. • Gains agreement. • Redirects the conversation's focus.

EMPATHIZE: Reflect emotion back to the person along with the reason for the feeling.

WHEN to Empathize		HOW to Empathize	WHY Empathize?
<ul style="list-style-type: none"> When you hear an undercurrent of emotion 		<p>Use these three steps to empathize:</p> <ol style="list-style-type: none"> 1. Reflect the <u><i>feeling</i></u> (name it!). 2. Summarize the <u><i>reason</i></u> for the feeling. 3. STOP and let the other person respond. <p>Example statements that demonstrate empathy:</p>	<ul style="list-style-type: none"> • It's the first step in problem solving. • Diffuses emotion. • Gets important information. • Builds trust and rapport. • Moves the conversation forward.

You're (It's) _____ when _____.
(feeling word) (summarize reason)

The fact that _____ makes you _____.
(summarize reason) (feeling word)