**Chapter 6 Practising Active Listening**

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| What the person says | ‘Echo’ or restate what they say, using the same words*Pick up key words in the statement* | Summarise or paraphrase *I think/see/feel what you’re saying is / so if I understand you correctly / so your idea is that…)* | Reflect back or ‘mirror’ the emotion, values, assumptions or goals beneath the words*It sounds like / what I’m hearing is / I get the feeling that…/ you seem / you sound… / you look…* |
| This is going to cost a bucket load of money! | *…a bucket load of money?* | *So what you’re saying is that this is going to be very expensive* | *You sound pretty angry about this* |
| I don’t feel we’ve made any headway since our meeting three months ago. | *You feel no headway has been made in three months?* | *If I understand you correctly, you think that no progress has been made at all in three months* | *What I’m hearing is you’re very frustrated that we’re no further* *forward* |
| I’m afraid that if I don’t take up this posting abroad my future looks bleak | *The future looks bleak if you don’t take this posting abroad?*  | *So you think that you really have to take this posting for the sake of your future career?* | *I get the feeling that you are really anxious about turning down this foreign assignment* |
| This has never been a problem before! This sounds serious | *This has never happened before?*  | *So what you’re saying is that this issue is unknown territory – and very concerning* | *You seem very worried* |