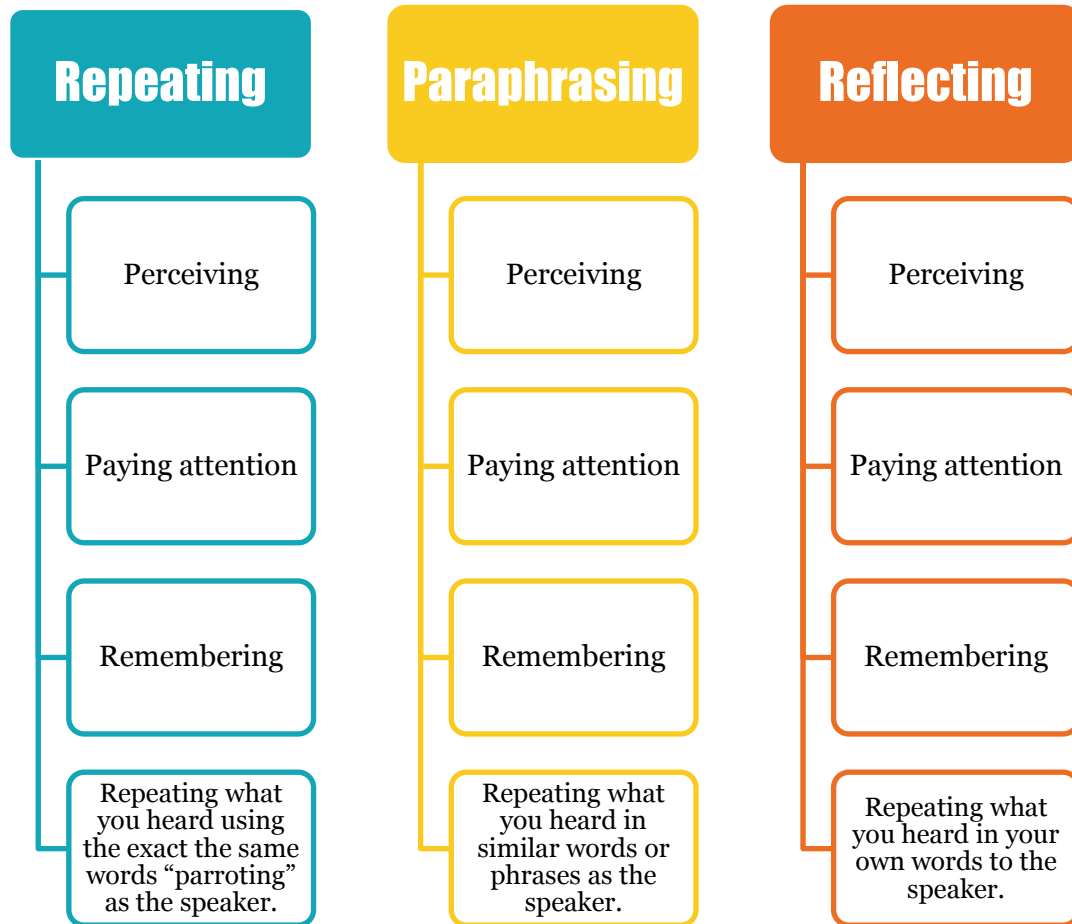


Active Listening Techniques



Active Listening Example:

Speaker: *I've been thinking about applying for the Assistant Director job that just opened up. I am ready to take on more responsibilities, even if it means working longer hours and more office politics.*

You Repeating: *You've been thinking about applying for the Assistant Director job that just opened up. You're ready to take on more responsibilities, even if it means working longer hours and more office politics.*

You Paraphrasing: *Now that the Assistant Director job is open, you are thinking of applying for it. You're ready for it, despite possible disadvantages of the job.*

You Reflecting: *You have mixed feelings about a promotion. You know there is a price to pay for moving up in the organization.*