



Compassionate Listening Tips



Listening with empathy and compassion is a foundational skill essential for building and maintaining strong relationships rooted in healthy communication. When we use compassionate listening, we are authentically conveying a sense of care and intentionally seeking to understand hearts and minds as we facilitate courageous conversations.

Stop, Look, Listen	Restate	Ask Questions	Validate & Connect
<p>Show the speaker that you are truly listening by stopping other things that you are doing and looking at the speaker. Listen not only for the words but the underlying messages conveyed with tone and body language.</p>	<p>Use paraphrasing to restate and reflect what was said by the speaker. This shows what you as the listener understand, and that you are giving your undivided attention.</p>	<p>Ask clarifying questions to get more information and allow the speaker to elaborate on their feelings, thoughts, and ideas. This also helps us as the listener to better understand the speaker's perspective.</p>	<p>Reflect and validate what you have heard by summarizing what the speaker has said using their own key words, main ideas, and details of their experiences. Connect their ideas to the ideas of others and real-life situations.</p>
<p>Examples:</p> <ul style="list-style-type: none"> • Sit up straight • Listen with your eyes, ears, & heart • Nod your head to show you are receiving • Track your speaker with your eyes 	<p>Example:</p> <ul style="list-style-type: none"> • "It sounds like you are feeling frustrated with the way things are going and want to explore other options for resolving the situation. Am I understanding you correctly?" 	<p>Examples:</p> <ul style="list-style-type: none"> • "What happened?" • "What were you thinking at the time?" • "What have you thought about since?" • "Who has been affected?" • "In what way have they been affected?" • "What can we do to make things right?" • One of the words/phrases you mentioned was ____." • "Can you please share more on this?" • "As you listen to me restate your ideas, am I understanding you correctly?" • "What are some ways we can support each other through this?" 	<p>Examples:</p> <ul style="list-style-type: none"> • "You are clearly passionate about changing the way we approach the situation." • "Yes, you are right. We do need to explore some healthier alternatives to find peaceful resolutions." • "Could you help me better understand?"