

Active Listening

Remember the three key skills:

Mirroring
Reflecting
Summarising



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Be Prepared!

- Plan your session *with* the learner
- Decide how long you will meet
- Allow time to settle yourself
- Check you both have everything you need
- Remind yourself of its purpose and the outcome you are hoping for



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Mirroring

- Very useful for showing that you are interested in the other person
- It applies to posture, language and silence
- Needs to be done sensitively
- It may feel odd at first ~ so practice



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Reflecting

- Feeds back what you have heard
- Shows up any mistakes
- Shows you have paid attention
- Can show that you care
- Helps build trust so that the other person 'opens up'



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Summarising

- Helps keep the session on track
- It's good to do several 'mini summaries' and then summarise at the end
- Shows you have been paying attention
- It can move things along
- It can reassure both of you



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Useful reminders

- **Start with friendly ‘chit-chat’ to relax you both ~ but don’t be false**
- **Ask interesting questions:-**
 - **What’s gone well? What are you pleased with? And what else is good?**
 - **What’s not going so well? What’s been difficult?**
 - **Summarise key action points and agree timescale for any actions**



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(Source: Based on slides by Simmons Dickinson)



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