ATTENTIVE LISTENING CYCLE

INTERNAL FOCUS
- Decide to listen
- No distractions
- Quiet your mind
- Focus on what the person is saying

ATTENDING
- Show attentive behaviors
- Make soft eye contact
- Open face & posture
- Watch other person’s non-verbal reactions

EMPATHY
- Understand their perspective
- Avoid taking on their trauma

SUMMARIZE
- Repeat what you heard, in THEIR words
- Check that you heard correctly

IMPARTIALITY
- Neither agree or disagree with the client
- Keep your opinion to yourself
- Impartiality ≠ indifference

NON-JUDGMENTAL
- Don’t plan your response
- Avoid assumptions
- Avoid thinking “that’s not what I would have done”