Active Listening or Listening to Understand
Discussion Tips & Phrasings

From Intro to Collaborative Discussion - Session #4
October 27, 2021; 1:30 - 3 PM (ET)

➢ Summary Goals:
  ■ Be curious- ask questions;
  ■ Build on others’ ideas; and
  ■ Summarize/re-phrase/clarify ideas.

➢ What this may look or sound like in practice; different tips or phrasings:

■ General Tips:
  ● Listen to understand, *and not necessarily to respond, resolve, or correct*
  ● Be conscious of body language
  ● Silence is [often] golden (allows for thinking and reflection)
  ● Pay attention to what is not said as well.

■ Being curious; asking questions:
  ● “I’d like to know more about what ______ said.
  ● “Tell me more.” or “Could you say more about that?”
  ● “What do you mean by________?”
  ● “Could you give an example?” or “How might that work in practice?”

■ Building on others’ ideas:
  ● “I’d like to build on what __________ said”
  ● “Yes, and ….”
  ● “I have another or different perspective on that which may be helpful.”

■ Summarizing, re-phrasing, clarifying:
  ● “Here is what I’m hearing…. Do I have it right?”
  ● “Would _________ summarize your idea?”