

ACTIVE LISTENING PHRASES

Source: *Productive Group Work* by Frey, Fisher, Everlove (ASCD, 2009)

Body Language

- Eye contact
- Nodding
- Body facing the team

Encourage

- “Uh-huh....”
- “Keep going...”
- “OK...”

Re-state

- “So you feel that...”
- “It sounds like you believe...”
- “If I understand, you’re saying that...”

Clarify

- “Would you say the key ideas are....?”
- “Would it be accurate to say that...?”
- “What did you mean when you said...?”