

Additional Resources

Learning Circles

Active Listening 101

- **Pay Attention** – Be focused on the moment. Nod verbally to show you are listening using phrases, like “right”, “mmhmm”, and “I hear you”.
- **Withhold Judgement** – Be open to new ideas and perspectives without arguing or giving your opinion too quickly.
- **Reflect** – Mirror the other person’s emotions in your tone of voice. Rather than assuming you understand correctly, paraphrase key points.
- **Clarify** – Ask open-ended questions (what, when and how) to encourage the other person to expand their ideas, while inviting reflection and thoughtful response.
- **Summarize** – Restate key themes throughout conversation to solidify your understanding of the other person’s point of view. Ask them to do the same.
- **Share** – After understanding the person’s perspective, share your own thoughts and experiences that may have been triggered by something they said in the conversation.

Sample Phrases to Respectfully Disagree

Always practice **empathy** and consider the **other person's perspective** before responding.

- “I want to ask _____ a question about what he said because I’m not sure I agree.”
- “I want to piggy back on what _____ said.”
- “I see your point, and...”
- “I disagree, but would like to know more about your point of view.”
- “I can tell this is an issue you’re passionate about. Can you tell me how you arrived at this viewpoint?”
- “Since I’ve listened to your point of view, can I tell you more about what I believe?”

Sources: <https://www.weareteachers.com/teach-students-respectful-disagreement/>

Use these resources for extra learning:

- Harvard Business Review: What Great Listeners Actually Do
<https://hbr.org/2016/07/what-great-listeners-actually-do>
- UnitedHealth Group LearnSource/Skillsoft course titled “[Using Active Listening in Workplace Situations](#)”
- UnitedHealth Group LearnSource/Skillsoft course titled “[Polishing Your Feedback Skills](#)”