Reflective listening phrases

Simple phrases for when you think your perceptions are accurate

- I understand the problem is…
- I'm sensing…
- I wonder if…
- I get the impression that…
- As I hear it, you…
- From your point of view…
- In your experience…
- As you see it…
- You believe…
- I'm picking up that you…
- Where you’re coming from…
- You mean…
- You see the situation as…
- Could it be that…
- Correct me if I’m wrong…
- Let me see if I understand you…
- You feel…
- It seems to you…
- You think…
- What I hear you saying…
- I really hear you saying that…
- You figure…

Phrases to use when you have difficulty understanding

- Could it be…
- I’m not sure if I’m with you, but…
- What I guess I’m hearing is…
- Is it possible that…
- Could this be what’s going on, you…
- This is what I think I hear you saying…
- It appears you…
- I somehow sense that maybe you feel…
- Maybe you feel…
- I wonder if…
- Could you buy this idea…
- Correct me if I’m wrong but…
- Does it sound reasonable that you…
- From where I stand you…
- You appear to be feeling…
- Perhaps you’re feeling…
- Is there any chance that you…
- Is it conceivable that…
Phrases to use when you have difficulty understanding (continued)

- Maybe this is a long shot, but…
- Do you feel a little…
- I’m not certain I understand, you’re feeling…
- As I hear it, you…
- …is that what you mean?
- Let me see if I understand you;
- I get the impression that…
- Maybe I’m out to lunch, but (!!!)
- I’m not sure I’m with you, but do you mean…
- It seems that you…
- …is that the way you feel?
- …is that the way it is?
- Let me see if I’m with you; you…
- I guess that you’re…

**Active listening**

You are listening actively when:

- You give your full attention to the speaker
- You reflect back what they have said to you
- You can pick out the important points from what is said
- You can identify the areas that need further clarification
- You can respond appropriately