

Active listening

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...
- I 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...

Active listening

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