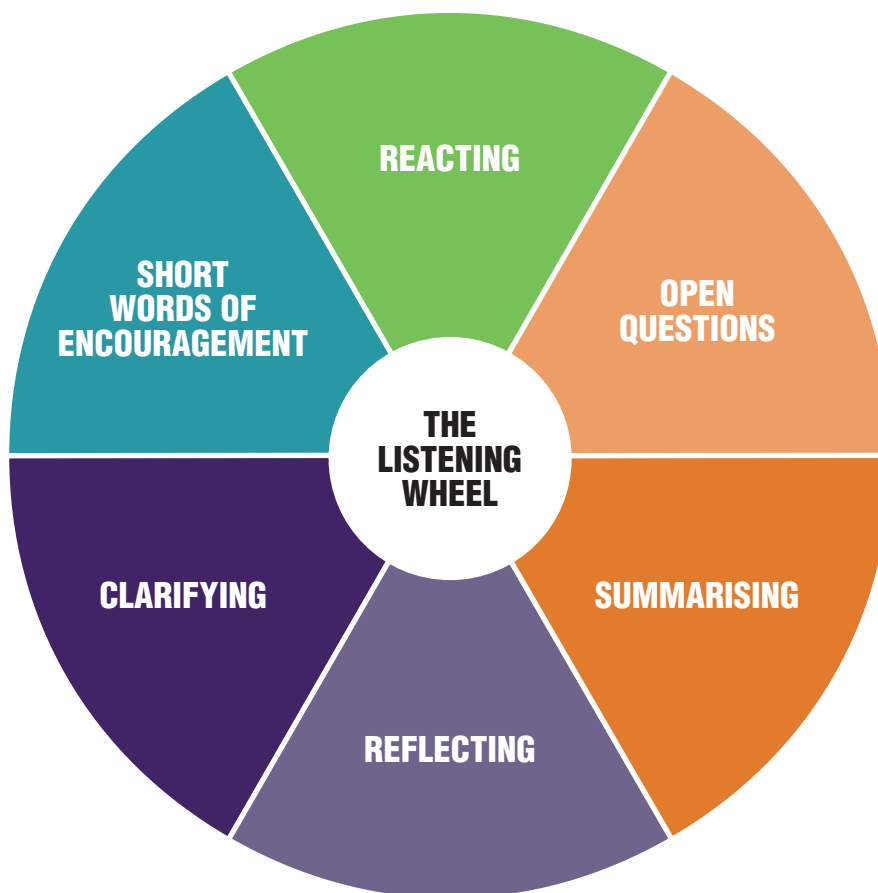


Developing listening skills

The listening wheel



- **OPEN QUESTIONS:** How? What? Where? Who? Why?
- **SUMMARISING:** A summary helps to show the individual that you have listened and understood their circumstances and their feelings.
- **REFLECTING:** Repeating back a word or phrase encourages the individual to carry on and expand .
- **CLARIFYING:** Sometimes an individual may gloss over an important point. By exploring these areas further we can help them clarify these points for themselves.
- **SHORT WORDS OF ENCOURAGEMENT:** The person may need help to go on with their story – use words like ‘yes’ or ‘go on’.
- **REACTING:** We need to show that we have understood the situation by reacting to it – “That sounds like it is very difficult”.



Aspects of listening	Observer notes
Reacting	
Open Questions	
Summarising	
Reflecting	
Clarifying	
Short Words of Encouragement	