

Active Listening and Giving Feedback

1. Divide into pairs and designate one person *A* and the other *B*.
2. The pair will select a statement from the following exercise that they are willing to discuss where their positions are at opposite ends of the continuum.
3. *A* will spend between 2-4 minutes expressing his/her view on the topic.
4. After *A* is through, *B* will take 2-4 minutes paraphrasing *A*'s statement, stating in his/her own words what *A*'s remarks meant to him/her. There is to be no discussion of the statements. *A* simply makes the statement; *B* paraphrases it back. Some general rules for paraphrasing response are:
 - a. Restate the other person's expressed feelings and ideas in your own words; don't mimic or parrot the exact words of the other person.
 - b. Preface reflected remarks with "You feel...", "You think...", "It seems to you that...", "It sometimes appears to you that...", and so on.
 - c. In paraphrasing another person's statements, avoid any indication of approval or disapproval. Refrain from blaming, interpreting, giving advice, or persuading.
5. *A* and *B* should reverse roles and repeat steps 3 and 4.
6. Do not take notes when it is your turn to listen. Try to capture your partner's main ideas by depending on your listening skills.

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Reflection Time

Jot down answers to the following questions to use later:

- a. How did it feel to make a statement and have your partner paraphrase it?

- b. How did it feel to paraphrase a statement made by your partner?

Adapted from 2011 Workshop on Facilitative Skills for Collaborative Leaders by Donna R. Ching at Kapiolani Community College

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