



## Active Listening Checklist

### 10 Ways to Build More Rapport

1. ***Pay attention*** by giving the right amount of eye contact (notice if the person feels uncomfortable and adjust) and avoiding distractions (fidgeting, checking the time, etc.)
2. ***Listen without interruption*** and without letting your mind wander
3. ***Be encouraging*** through your language (“tell me more,” “yes”) and facial expressions (nodding your head, smiling)
4. ***Paraphrase*** what the person said, using his words not yours, to make sure you understand (“what I’m hearing is ...”)
5. ***Ask open-ended questions*** that relate to what he’s saying, to draw out new ideas and continue to clarify what you heard
6. ***Use body language that mirrors his***, but is just a bit more open and relaxed
7. ***Avoid giving advice***
8. ***Silence your judgments*** about what you hear
9. ***Pay attention to the feelings*** you hear and see, and reflect these back
10. ***Respond respectfully***, being candid, open and honest—especially when it comes to sharing *your* thoughts and opinions