| **ACTIVE LISTENING**  Active listening is:   * Focusing on what is being said by the young person; turning towards them to indicate with your body language that you are listening and engaged. * Asking questions to make sure you understood what the young person said. * Providing brief responses so the young person knows you are listening (for example, “yes”, nodding head, etc.). | **EXAMPLES OF ACTIVE LISTENING:**  *“I heard you say you are upset by how your teacher treats you, is that correct?”*  *“Tell me more about the way your teacher treats you.”* |
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| **ACTIVE QUESTIONING**  Active questioning is:   * Asking questions in order to better understand the young person or what they are saying. * Asking questions that encourage a detailed response from the young person rather than a “yes” or “no” answer. | **EXAMPLES OF ACTIVE QUESTIONING:**  *“Tell me more about your idea to go back to school.”*  *“I would like to hear more about what you think about this situation.”*  *“What do you think your options are?”* |
| **ACTIVE UNDERSTANDING**  Active understanding is:   * Trying to put yourself in the young person’s position to fully understand his/her feelings and emotions. * Encouraging the young person to talk without being interrupted or criticized. * Acknowledging that the young person’s problems are real. | **EXAMPLES OF ACTIVE UNDERSTANDING STATEMENTS:**  *“I can tell this is really upsetting you.”*  *“I understand what you are saying and I would like to help you with this problem.”* |