| **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.”* |