**Active Listening Checklist**

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| **Skill** | **Definition** | **Checklist:** **Did you observe this?** | **Notes:** **What did you learn?** |
| **Processing** | The essential skill in active listening involves processing what the speaker is saying. The goal is to listen to understand. |  |  |
| **Eye Contact** | Making periodic eye contact with the speaker shows them that you are paying attention. However, the appropriate frequency and length of sustained eye contact can vary from culture to culture, so be mindful of your speaker’s responsiveness to eye contact and any cultural differences. |  |  |
| **Body Language** | Your body language can set the tone for an interaction before any words are spoken. |  |  |
| **Tone of Voice** | Your tone of voice can convey a lot about your mood and responsiveness to the speaker |  |  |
| **Reflecting** | An important part of active listening involves reflecting back what the speaker has said in an attempt to get to the heart of their message. |  |  |