

ACTIVE LISTENING 1

CONTROLLING WHILE LISTENING

Responding To Motivate

Right.

Ok. Yes, I see.

I see what you mean.

I got your point.

Thank you.

Exactly!

You are right.

Good idea. Thank you for that.

That's very interesting.



Reformulating To Clarify

In other words,...

So, you think/you believe/you feel that...

You mean that...

I'm sure you mean that...

Let me explain that, you...

Let me explain that in more detail, you...

Let me put it in another way, you...

Sorry let me explain what I understood...

To say this differently, you...

To put it differently, you...