

## PRINCIPLES OF

# Active Listening



<b>Good Questions</b>	<b>Bad Questions</b>
Clarify meanings	Assume
Gather information	Admonish
Investigate thoughts & feelings	Interrupt
Encourage elaboration	Close-End
Encourage self-efficacy	Give advice

### **Empathy**

- Place your adult perspective aside and imagine the situation as a teen
- Listen with an open mind
- Be compassionate—be aware of your tone & body language

### **Affirm**

- Validate healthy and positive behaviors
- Arguing is counterproductive

### **Empower!**

- Focus on strengths
- Encourage teen coming to own conclusions and solutions