

# Listening Skills Cheat Sheet

## Paraphrasing

- A concise response that states the speakers content in the listeners own words.
- I.e. "What I heard you say was..."

## Reflect Feeling

- Reflects back to the speaker the emotions, using your own words.
- I.e. "You're excited about your holiday!"

## Empathizing

- Captures the content and emotions in a way that demonstrates the listener cares and understands.
- I.e. "sounds like you're confused by this memo and angry about the change in plans?"

## I-Message Impact Statement

- Explains the "impact" of situations or behavior on you
- Gives information about you, your feelings and needs
- Gives information in a manner that shows respect for others
- Encourages people to be more open
- Allows other a choice in how they react to what you have said, because information is about how it feels for you, it does not attack them.

*Formula:*

When I \_\_\_\_\_ . *(describe situation)*

I feel \_\_\_\_\_. *(insert emotion)*

What I need/want/would like is \_\_\_\_\_.  
*(describe your ideal situation)*

Feeling Words That I Could Use: