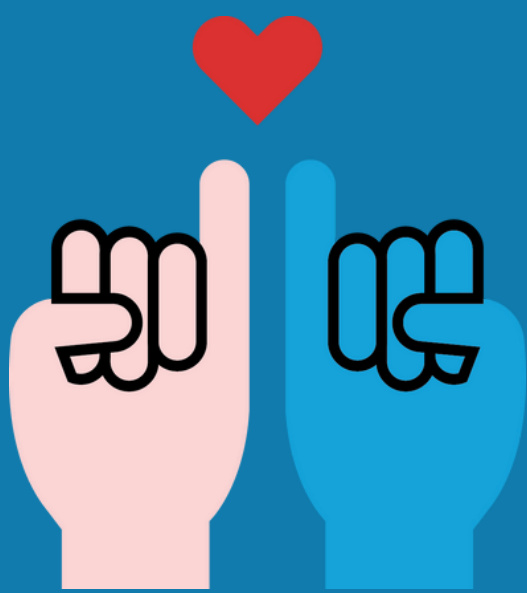


ACTIVE LISTENING AND ATTENDING

EYE-CONTACT

Keep in mind that cultures vary in what is considered a good amount of eye contact, thus a lack thereof doesn't always mean that a peer is disengaged. Most people are comfortable with more eye contact when you are talking, and less eye contact when they are. You may also find it helpful to talk to peers in ways where there is no pressure for eye contact (e.g., going for a walk, working on art side by side etc.)



BODY LANGUAGE

Keep a relaxed but attentive posture, lean slightly towards the client, when possible, match their body language if it feels natural (e.g., if they have their hands clasped in front of them, do the same)

VOICE

Your tone of voice should match the tone your peer is using—if they are speaking softly, also speak softly. If a client is upset and shouting, meet them where they're at and then slowly bring them down.



VERBAL TRACKING

Use your words to show your peer you are listening—paraphrasing and validating show this. Try to use words your peer has already used (e.g., if they say “I’m so tired of this happening” you can validate by saying “it does sound so tiring.”)

