



Stony Brook
University

THE OMBUDS OFFICE

*We're here to listen with an open mind.
We're here to help resolve problems fairly.*

stonybrook.edu/ombuds • (631) 632-9200

Confidential *Impartial* *Informal* *Independent*

ACTIVELY LISTENING

DO

Show interest

Practice paraphrasing

Observe non-verbal communication including tone, gestures, posture, etc.

Make non-verbal and verbal messages consistent

Be understanding

Empathize

Focus on the problem or concern

Be patient

Be attentive

DON'T

Interrupt

Be judgmental

Be accusatory

Be argumentative

Give advice

Allow for distractions

Take sides

Be defensive

Make premature evaluations

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ACTIVE & RESPONSIVE LISTENING

Encouraging

Clarifying

Acknowledging

Normalizing

Empathizing

Soliciting

Mirroring

Agreeing

Supplementing

Inviting elaboration

Reframing

Responding

Summarizing

Validating

Source: *“Resolving Conflicts at Work, A Complete Guide for Everyone on the Job”* by Kenneth Cloke and Joan Goldsmith

“Spend your leisure time in cultivating an ear attentive to discourse, for in this way you will find that you learn with ease what others have found out with difficulty.”--- Isocrates

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