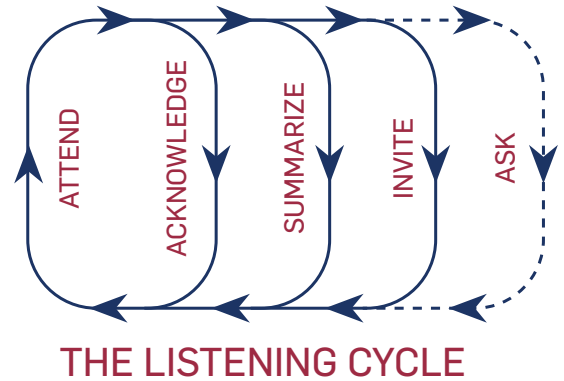


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Hallmarks of Active Listening



- 1.) Know the reason for engagement
- 2.) Make appropriate eye contact
- 3.) Pause to think before responding
- 4.) Lean into conversation (S.O.L.E.R.)
- 5.) Be interested in the other person
- 6.) Speak your words
- 7.) Wait for response
- 8.) Use search talk to encourage expression
- 9.) Validate emotions
- 10.) Pay attention to tone, body language, other factors
- 11.) Clarify what messages you have received
- 12.) Use brief affirmations or ego strengthening to encourage more dialog
- 13.) Smile
- 14.) Match and mirror
- 15.) Avoid attaching judgement or relational frames

