

## ACTIVE LISTENING PRINCIPLES

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### **Active listening involves:**

1. Seeking information
2. Listening uncritically and non-evaluatively
3. Reframing; reflecting; clarifying
4. Acknowledging feelings without agreeing or disagreeing
5. Taking in criticism  
[exploring; seeking suggestions; acknowledging one's own mistakes]
6. Taking in compliments  
[acknowledging; seeking clarification; letting them stand alone]