



Strategies to Promote Active Listening



“What things would change if you accomplished your weight reduction goals?”



“I’d like to learn more about your eating and physical activity habits. What types of activities do you enjoy? What types of foods do you typically eat?”



“What changes to your eating and physical activity habits do you think you could reasonably make?”



“Let’s work together to create a plan that will work best for you.”



“May I offer you suggestions based on what you’ve told me?”



“I appreciate your willingness to discuss these issues with me.”

MORE PIES

M

Minimal encouragers (eg, “uh huh,” “hmmm,” “I see,” or “okay”) let the other person know you are engaged with them

O

Open-ended questions based on more than “yes” or “no” answers to elicit engagement

R

Reflecting or mirroring; repeating back the last few words that the other person said

E

Emotional labeling: When the listener identifies the speaker’s emotion in response to what the speaker has said. For example, “You sound frustrated”

P

Paraphrasing

I

“I” statements: Messages to the person you’re communicating with, letting them know you’re listening but also conveying your own emotions; an active listening skill that requires a lot of practice

E

Effective pauses, allowing a chance to think about what was said and to focus

S

Summarizing what the other person said to demonstrate you’ve been listening