

PARAPHRASING

WHY

HOW

In your own words, say what

DRAWING PEOPLE OUT

WHY

HOW

MIRRORING

WHY

HOW

- *Mirroring* is a highly structured, formal version of *paraphrasing*, in which the facilitator

- If the speaker has said a single sentence, repeat it back verbatim. If the



WHY

- *Stacking* is a procedure for helping people take turns when several people want to

HOW

- *Stacking* is a four-step procedure. First, the facilitator asks those who want to speak to raise their hand. Then, the facilitator creates a

TRACKING

WHY

- *Tracking* means keeping track of the various lines of thought that are going on simultaneously within a

HOW

- *Tracking* is a four-step process. First, the facilitator indicates that s/he is going to step back and summarize the discussion and s/he names the

ENCOURAGING

WHY

HOW

- *Encouraging* is the art of creating an opening for people to participate.

- Here are some examples of the use of *encouraging* during a discussion.

BALANCING

WHY

HOW

HELPING PEOPLE LISTEN TO EACH OTHER

WHY

HOW

- The questions on this page

- Here are some questions that

MAKING SPACE FOR A QUIET PERSON

ACKNOWLEDGING FEELINGS

VALIDATING

- *Validating* is the skill that

- *Validating* has three steps. First,

EMPATHIZING

WHY

- *Empathizing* is commonly defined as the ability to understand and share the feelings of another.

HOW

- *Empathizing* can be performed using different techniques.
- The most basic technique is to name what you think a person is experiencing. For example "I

WHY

- *Linking* is a listening skill that invites a speaker to explain

HOW

- *Linking* is a four-step process. First, paraphrase the statement.

LISTENING FOR THE LOGIC

LEGITIMIZING DIFFERENCES

LISTENING FOR COMMON GROUND

WHY

- *Listening for common ground* is a powerful intervention when group members are polarized.

HOW

- *Listening for common ground* is a four-step process. First, indicate that you are going to summarize

LISTENING WITH A POINT OF VIEW

