

**Active Listening Skills  
Reference Sheet**

<p style="text-align: center;"><b>Non-verbal Communication</b></p> <p>Definition: The messages we send without words being spoken</p> <p>Things to NOTICE as a peer mediator:</p> <ul style="list-style-type: none"> <li>● Eye rolling</li> <li>● No eye contact</li> <li>● Arms crossed</li> </ul> <p>Things to PRACTICE as a peer mediator:</p> <ul style="list-style-type: none"> <li>● Eye contact</li> <li>● Head nodding</li> <li>● Leaning in</li> <li>● Think about gestures to make the people you're speaking to feel comfortable and safe</li> </ul>	<p style="text-align: center;"><b>Mirroring (Reframing)</b></p> <p>Definition: repeating and matching much of the language that the speaker is using</p> <p>Example: Speaker– "... and I am frustrated by my mom's response to the situation."</p> <p>Person using mirroring– "I'm hearing that your mom's response has been frustrating. Is that right?"</p>
<p style="text-align: center;"><b>Neutral Language</b></p> <p>Definition: using language that does not convey being on one side or another</p> <p>Example: Statement– "Why should I listen to him?! He lies ALL the time!"</p> <p>Neutral Response– "What I am hearing is that the truth is very important to you."</p>	<p style="text-align: center;"><b>Open-Ended and Closed-Ended Questions</b></p> <p style="text-align: center;">Open-Ended Question</p> <p>Definition: Question that leads to more than one word responses</p> <p>Example: Why do you like your favorite apple? Tell me what makes it your favorite! Can you tell me a little more about how that made you feel?</p> <p style="text-align: center;">Close-Ended Question:</p> <p>Definition: Question that needs only one word responses. Many of these questions can be answered with a "yes" or "no."</p> <p>Example: Do you like apples? Did that hurt your feelings?</p>