



Open-ended

- What...?
- How...?
- When...?
- Where...?
- How many...?
- Who...?
- Tell me more about...?



Affirmations

- You are really good at...
- I really like how you...
- I appreciate it when you...
- You really help the team when you...



Reflective listening

- You seem really ... **Sad**
 - Frustrated**
 - Excited
 - Uncertain
 - Angry
- I noticed
 - Tears in your eyes...
 - Your voice is shaky...
 - You smiled when you said that...
 - You just said...



Summarizing

- So some of what I heard was...
- What we've talked about so far was...
- How would you summarize what we just talked about?



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