



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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