Alternative Ways to Respond

Passive Listening - Open the Door

1. **SILENCE** - **Remain silent and listen.**

2. **NON-COMMITTAL ACKNOWLEDGEMENT**

Brief Expression	
"I see."	**"Really."**
"Oh!"	**"You don't say."**
"Hmmm."	**"No fooling?"**
"How about that."	**"You did, huh?"**
"Interesting."	**"Is that so?"**

3. **DOOR OPENER** **Invitation to talk or say more:**

"Tell me about it."
"I'd like to hear about it."
"Tell me more."
"I'd like to hear you thinking about it."
"Would you like to discuss it more?"
"Shoot, I'm listening."

4. **FEEDBACK**
REFLECTING
MIRRORING

Receiver re-states or mirrors back sender's message - no more, no less - giving no input of his or her own.

KEEPING the door opened - ACTIVE LISTENING