**Active Listening….A brief review**

What is it?

* An important part of any collaborative effort
* Listen attentively to others opinions/information.
* Summarize their input clearly, for the whole group.
* Seek clarification when needed.

Why it is important?

* It helps participants feel valued, a requirement for their continued involvement and the development of an effective working relationship.
* It builds trust by showing interest.
* It fosters the opportunity to hear new ideas.
* It is necessary to gain/maintain group support.
* It helps others hear themselves more clearly.

How do I do it?

* Set a good example.
* **Be curious** about the opinions of others. Have two way conversations. You know what you know, learn something new!
* **Summarize neutrally** what you hear, to **check for accuracy**. Remove any heated emotion.
* **Seek clarification** when needed.
* **Clarify the definitions of commonly used terms.**
* **Avoid making assumptions.**

If it is not working:

* Establish ownership of meeting results with participants in the beginning.
* Review ground rules established in the beginning of your meeting.
* Ask the group what it needs to stay engaged -- a break, more information…
* Use a “Parking Lot” to capture issues needing more attention than time allows.

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