

# RECEIVING COMMUNICATION

## Letting A Person Feel Heard

### Listener Thinks

**REFLECT** back using their language; no rebuttal

**ENCOURAGE** correction and reflect again until correct

**LIMIT** your reply to the clarification they asked for

**CONFIRM** understanding, whether or not you totally agree

### Listener Says

**Let me see if I understand you...**

**Is that accurate?**

**My answer to your request is...**

**Is there more...  
Are we clear about this?**

### Listening Key

Use the other person's words to show that you understand what they have said to you