

Active Listening Checklist - Empathy, Mirroring, Labelling

	Action	Reason	Y / N
Showing empathy	i. have open body language	i. Being undefended – builds trust	
	ii. friendly voice, I am relaxed and open	ii. Communicates Unconditional Positive Regard (UPR)	
	iii. I mirror	iii. Enables attunement / synching / 'neural resonance'	
	iv. I label	iv. Validates / humanizes / normalizes	
Reflecting or summarizing	i. Level 1 - use verbal mirroring	i. Raises awareness, and in the client's own language	
	ii. Level 2 – paraphrase to amplify key points	ii. Sums up in your own words, which might provide enough difference to spark new thinking	
	iii. Level 3 – (with caution) summarize to give overview	iii. Sometimes people do lose their way – but beware that what you select may assert your agenda – generally better to get them to summarize.	
I can integrate words, tone and body language	i. Mirror language, tone and body language	i. Helps amplify, energise and clarify by reflecting back to the client what they look like / sound like	
	ii. Name what you notice	ii. Helps raise awareness, puts words to experience still outside of conscious awareness	
	iii. 'it seems', 'it looks', 'it sounds'	iii. Helps us not to say 'I', which can draw focus from the client's experience	