Active Listening Exercise

Active listening can help your client realize that their feelings are important and may assist them to clarify what is going on inside of them. In some cases the coach may be helping the client sort out thoughts and feelings that are getting all mixed up together and begin the process of making sense of it all. By the Coach actively listening the client feels heard and knows they are important and the coach learns more about the client.

**Respond to the client statements below using Active Listening skills.**

1. **Paraphrase / Restatement**
2. **Reflection of feelings**
3. **Use of silence**
4. **Rely on your gut (intuition)**
5. **Request Clarification**
6. **Acknowledging**
7. **Summarizing**

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| **Client says** | **Coach responds** |
| I am never going to loose weight. |  |
| I hate my job! My boss doesn’t understand anything. |  |
| I am so stressed out I can’t think about myself! I have too many things to do and can’t fit in exercise of even thinking about taking time to eat lunch. |  |
| I didn’t get any walking in this week. I tried and then felt so tired that I just gave up and now it’s Friday. |  |
| I hate being sick! I just feel miserable – it’s just not fair! |  |
| I don’t think I can succeed. I can’t do what I use to do and all these meds just make me feel tired all the time. |  |