

TRAINING ACTIVITY 3

Understanding Skills



Invite team members to identify strengths or approaches they use to **actively listen to others** (think about key elements, attitudes, and verbal and nonverbal aspects).

How can we really know what we have understood others when we are listening to them?

Skills for Effective Understanding (FADS)

Focusing

Give the person who is speaking your full attention.

Accepting

Nod or smile. Show that you understand. Although you may not always be in agreement, but listen with interest and respect.

Drawing out

Encourage the speaker by asking open-ended questions.

Summarize/Paraphrase

Retell in your own words (paraphrase) only the important information (key thoughts and feelings).