

## Steps to Active Listening: Four F's

Active listening takes concentration. You may feel tired after a period of active listening! You can remember the steps to active listening with the four F's: **focus**, **feelings**, **facts**, and **feedback**.



### 1. Focus on the speaker

- Give your full attention.
- Sit up straight and look at the speaker.
- Ignore or remove other distractions (TV, music, other conversations).
- Don't interrupt. Don't jump ahead mentally to plan your response.

### 2. Feelings

- Listen for the speaker's feelings as well as facts.
- Pay attention to the speaker's body language—what is he or she saying non-verbally?

### 3. Facts

- Note any facts that you did not know before.

### 4. Feedback

- Reflect back what you hear. Paraphrase or restate: "What I hear you saying is...." Or "It sounds like you..." This does not mean that you agree with the speaker—just that you heard him or her.
- Communicate your attention by nodding, saying "uh huh" or "yes" if you understand.
- Ask questions to clarify understanding: "Do you mean you thought...?"
- Summarize the speaker's main points. The speaker then affirms or corrects your perception as necessary.

