

## A-C-E-S Model for Active Listening

**Acknowledge** - Give the speaker your undivided attention. Let the person know that you are available to listen.

- Look directly at the speaker; Make eye contact
- Use appropriate facial expressions
- Restate key words or key points
- Confirm your listening with expressions such as “Uh, uh”, “Yes”, “I hear you”

**Clarify** - Use phrases to help you understand and reflect what the speaker is saying.

- “Tell me more about...”
- “What do you mean by.....?”
- “Where did this happen?”
- “Do I understand you to say....”

**Empathize** - Use phrases to understand the speaker’s motivation; observe the speaker’s body language and communication style for additional information.

- Demonstrate care and concern
- “How did that make you feel?”
- Do not judge, monitor vocal tone and body language
- Do not interrogate or interrupt with counter arguments
- Let speaker vent
- “Help me understand why you feel that way.”

**Summarize** - Confirm accuracy in speaker’s perspective of facts and feelings.

- Repeat every so often what you think the speaker has said by paraphrasing what you heard in your own words.
- “So far, I’ve heard you say....”
- “Let me try to summarize your main points...”
- “Let me see if I understand your situation..”
- “Is there anything else you’d like me to understand?”

## COMMUNICATION TIPS

### Communication Enhancers-

- Make eye contact
- Use appropriate facial expressions
- Use brief, positive Prompts to keep the conversation going, such as “Umm”, “Oh?”, “I understand”, “Then?”
- Do not interrupt
- Minimize external distractions

### Choosing the Right Response and Reflective Listening–

- Ask open-ended questions Begin with who, what, when and where questions
- Use close-ended questions to verify facts or specific points of view
- Instead of repeating what the speaker has said, reflect the speaker’s words in terms of feelings , “This seems really important to you..”
- Allow silence to give the speaker time to think and slow down the exchange.

### References

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