

The Loeb Leadership Tool Kit

Emotionally Intelligent Listening



Probe/Encourage

*These say
"Give me more."*

- Tell me more.
- In what way?
- How so?
- What does that look like?
- How's that?
- In what sense?
- Yeah, uh-huh, go on.

Paraphrase/Reflect

These statements show you are listening with emotional intelligence and picking up the nuances under the words. When the other person says "Yes. Exactly", you've successfully listened with emotional intelligence.

- So what you're saying is...
- Can I be sure I heard you correctly? (and re-state what you thought you heard)
- To be sure we're on the same page, here's what I heard...
- It sounds like you're saying...(paraphrase what you heard) and then say, "Did I get that right?"
- I'd be frustrated too if...
- I can see why you're angry.
- It's not easy when...

Ask for Permission to Offer your Thoughts

This says "I respect what you said, and I respectfully ask for you to hear my thoughts."

- Can I share my thoughts?
- Would you like to hear what I'm thinking?
- Are you open to hearing my point of view?

