

First, listen and connect.

- Make eye contact and sit close.
- Let people talk. Don't **interrupt**. Interrupt means to cut in before it's your turn.

Second, listen and reflect.

- Repeat what the speaker is saying. Say, "What I'm hearing is ..."

Third, listen and **affirm**. Affirm means to support.

- Let the speaker know you're listening. Nod your head.
- Honor the speaker's feelings. Ask, "Are you feeling ..."

Fourth, listen and encourage.

- Ask questions.
- Thank the speaker for sharing.



Tip: Know that people always change. Don't hold on to grudges.

Real-Life Scenarios

Life is full of adventures. There will be challenges. Things happen. Make good choices. These are some events you could face:

- Your best friend's parents are getting a divorce. Your best friend is really sad. She's crying. How does this make you feel? How can you connect to your friend? How can you be a better listener?
- You are playing a sports game. People are picking teams. You see a classmate get picked last. How do you think this person feels? What can you do to make the person feel better?
- You see a new kid at school. How would you feel if you were the new kid? What would you do? How can you make the new kid feel more welcome?

