



FOR YOUTH DEVELOPMENT™  
FOR HEALTHY LIVING  
FOR SOCIAL RESPONSIBILITY

**PROJECT  
CORNERSTONE**  
A YMCA of Silicon Valley Initiative

## ***Active Listening Tools to Connect with Empathy***

### Show respect for one another

- Treat people the way you want to be treated.
- *Notice and read* body language.
- *Name* the feelings.
- Confirm that you have correctly identified the feelings by *asking!*
- *Understand and care* about the feelings of others.
- Agree to disagree.
- Build on an idea. Say, "Adding to what you said..."

### Build relationships

- Make eye contact and *stand tall*.
- Smile. Say "Hi!"
- Ask questions! "How are you?"
- Start conversations with open-ended questions.
- Make a *genuine apology*. Be open to *giving second chances*.
- Summarize to verify. Say, "So based on..., we think..."

### Listen

- Listen without interrupting.
- Listen to the tone of the words being spoken.
- Make eye contact with the speaker.
- Check for understanding by paraphrasing. Say, "It sounds like you just said..."

### Be true to yourself

- *Stand up* for your beliefs. Use "I don't like that kind of talk. It is hurtful."
- State your feelings using *I messages*.
- Allow someone to help you.
- Use *positive self-talk* and think *clear thoughts*.
- Spend time with people who let *you* be you.
- It's okay to disagree. Say, "I respectfully disagree because..."

### Be kind

- Send notes or cards of encouragement and friendship.
- Invite someone you don't know well to play or eat lunch together.
- *Say and do* intentional acts of caring.
- Be an *UPstander*.
- Be a *bucket filler*.
- Understand that *bucket dippers* need their buckets filled.
- Engage others. Say, "We haven't heard from you yet. What do you think?"