

Active Listening Scenario #1: Mistake

John: “Dude, I think I made a big mistake at school today. I submitted a blank assignment for my big math test! I hit the button too soon, and none of my work was saved. There’s no way to take it back. I emailed the teacher about it, but I feel like an idiot. I hope this doesn’t bring down my grade.”

Minimal Encouragement:

Paraphrase:

Emotion Labeling:

Mirroring:

Active Listening Scenario #2: Moving

Jackie: “I can’t believe we’re moving next week! I’m excited to start over in Grand Ledge, but I really liked living here and am going to miss it at the same time. I’ve never lived anywhere else, so this is a big deal. I’m sure I’ll make new friends eventually, but I wonder if it’ll be hard at first.”

Minimal Encouragement:

Paraphrase:

Emotion Labeling:

Mirroring:

Active Listening Scenario #3: Doctor

Bill: “I just got back from the doctor’s and I’m a little freaked out! He said he wants me to come back in for some more tests. I guess they saw something unusual on today’s scan, so they want to look into it more. I wonder what they’re thinking I might have...”

Minimal Encouragement:

Paraphrase:

Emotion Labeling:

Mirroring: