

Name: \_\_\_\_\_

Date: \_\_\_\_\_

# Active Listening

Z E B L J S P K R G B O B X K D P B S N T I G W  
S C U N D E R S T A N D I N G N P O Z C K E X S  
N N S C Z F M W T A T U L O P I Q B V A B S O V  
O E W P C Z Z B V G V W E L F M W O F A K N B O  
I I X U R Q N O G W P E X F T N L I W D L O F S  
S T F L Q T E G A A I Q U Q J E M T A R V I C A  
S A B E Z I L A U S I V G W F P Z O X V E T R S  
E P Z Y N K D O Z X J U H U F O V F J R Z S D S  
R W Q A T E G A U G N A L Y D O B Q N M N E F S  
P P J R Y T P L W K U E H Y E F A W F P A U E E  
X L Z J U V E E G M E B F A O K L X I A L Q I N  
E W P O Z P U C E M P A T H I Z E Q U X I D R E  
L L E Z F Q X L S Z O G W T A K X S P O D E C R  
A G F Q S C W G J B H F B R E I Z G A E I D L A  
I O S I C W T A S V Z Y E A F J B N Y X G N C W  
C J J F I D O O C F M Z Q D G A P I A V P E F A  
A N R E K A E P S E H T E C A F Q D T G G N Q F  
F B R K I E Y E C O N T A C T J Y D T A K E F L  
Z M U L Q Z P U E Z P C R N K R B O E L X P P E  
D F H O N D C G H A R X S B M B U N N P T O L S  
H F R V V X J O G N I T A T S E R K T Y Z T U B  
A J Y O K J M G L X B G N C W E N P I E H L R L  
D B M X Q S P F G V Q E R O G S Z L O A B J L B  
J G U S F G C B D X P I Y F N O J Q N E F L F E

open ended questions  
self awareness  
understanding  
open mind  
patience

facial expressions  
body language  
eye contact  
restating  
nodding

face the speaker  
pay attention  
empathize  
visualize