



ACTIVE LISTENING SKILLS TARGET

ALS Hits _____

Misses _____

Total _____

ALS Hits / Total = %

_____ %

I MESSAGE



PARAPHRASE



EMOTION LABEL



SUMMARY



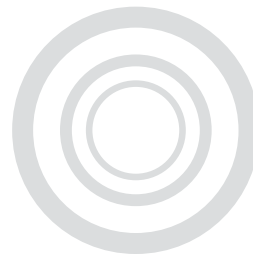
EFFECTIVE PAUSE



MINIMAL ENCOURAGER



REFLECTION



OPEN-ENDED QUESTION

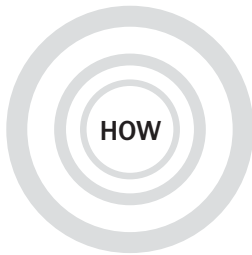
WHO

WHAT

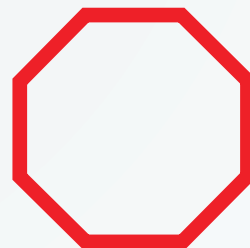
HOW

WHERE

WHEN



COMMAND



CLOSED-ENDED QUESTION

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