

# Listen PEARfully!

**P**

## Paraphrase

Say it back  
to see if you've  
got it right:  
"It sounds like . . ."  
"Are you saying . . .?"

**E**

## Encourage

the  
other person to talk:  
"I'm willing to listen  
to your side."  
"Do you want to  
talk this out?"

**A**

## Attention

Pay attention.  
Look at the speaker.  
Nod to show you're listening.

**R**

## Reflect

back the other  
person's feelings:  
"It sounds like you felt hurt."  
"Did that make you angry?"