

Good Responding Tips

When you use active listening and good responding, your child will be more likely to come to you for support or help. As a reminder, here are the steps in active listening and good responding:

1. Listen

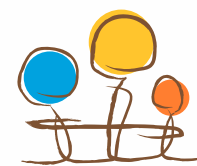
- » Pay attention to what your child is saying and doing.
- » Make eye contact and use inviting body language.
- » Use Conversation Starters (open ended questions) to get your child talking.
- » Use Say More's to keep your child talking.

2. Stop and Think

- » Ask yourself, "What did I hear?"

3. Respond

- » Use *Summary Responses* to show you are trying to understand what your child is telling you. Summary responses summarize what you heard your child say. You then check out if you understood correctly. Ways to confirm:
 - » Are you saying that...?
 - » Are you telling me...?
 - » Sounds like...
 - » It seems like...
 - » Let me see if I got it...
 - » Did I get that right?
 - » Do I have that right?
 - » Is this what you said?...
- » Use *Feeling Responses* to show you are trying to understand how your child feels and to give words to their feelings. Check out if you understood correctly.
 - » Describe the feeling. For instance, "It seems like you are feeling..."
 - » Look for clues in your child's tone of voice or facial expressions.
 - » Check for understanding. For instance, "Did I get that right?"
- » Show appreciation!
 - » Be sure to end by showing appreciation. For example, "Thank you for telling me what's going on" or "Thank you for sharing with me."



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Postponing Listening

There will be times when you cannot give your child your full attention. You can gently postpone listening by:

- » Telling your child you are busy and explaining what you are doing.
- » Telling your child that you want to talk later when you can give them your full attention.
- » Summarizing what your child said to show that you were listening.
- » Setting a specific time to talk and keeping it.

MODULE 4: Respond to Your Children so They Feel Understood

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