

November 2024
ADR Monthly

Effective Listening Skills and Strategies



Resources



Empathetic Listening

Watch this short video on the difference between sympathetic and empathetic listening



Active and Intentional Listening

Take a look at examples of what active listening may sound like



Listening to Understand

Dive in deeper to read about what it means to listen to understand from the ADR experts



Staying Calm In Challenging Conversations

View the structure of difficult Conversations



Listening to the other person and sharing your understanding of what has been shared lets them know if they have been heard. People want to be heard and understood. They will often continue to repeat themselves and advocate their perspective until they know they have been heard.

[Link to all ADR Monthly Tips for 24-25](#)