

THE LISTENING WHEEL



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The Listening Wheel can be a useful tool for staying on track in a conversation and offering emotional support without providing solutions or advice. Below are some examples of effective listening techniques that you can use and vary throughout the conversation. Remember, it is not necessary to follow the points in a specific order - use what fits the conversation.

OPEN QUESTIONS

These are questions that invite exploration and cannot be answered with a simple “yes” or “no.” They create space for openness and free expression. Questions starting with “What,” “How,” and “Where” can be especially helpful.

Examples:

- What has been difficult for you lately?
- How are you experiencing this situation?

VALIDATING

You can respond to expressed emotions through validation. Validation means acknowledging and recognizing the other person’s feelings, creating a sense of presence and understanding.

Examples:

- That must be very tough for you.
- That sounds incredibly frustrating.

CLARIFYING

To avoid misunderstandings and ensure accurate understanding, you can clarify by asking follow-up questions.

Examples:

- What do you mean when you say you feel trapped?
- Can you explain more about what you feel when you say you are alone?

MIRRORING

Through reflection (mirroring), we show that we understand the other person by repeating parts of what they say, while also helping them reflect on their own thoughts.

Examples:

- So you feel that you don’t have anyone to rely on right now?
- You’re saying that you feel exhausted and can’t go on - is that right?

ENCOURAGING EXPRESSIONS

Encouraging expressions and small affirmations like “Yes” or “I understand” can provide recognition and support, helping the person continue sharing.

Examples:

- It’s very brave of you to share this with me.
- Thank you for sharing this with me.

SUMMARIZING

During and at the end of the conversation, it can be helpful to summarize. This ensures shared understanding and shows that you have been listening.

Examples:

- So if I understand you correctly, you feel pressured at work and at the same time worried about your health?

