

## Active Listening Milestone

Sub-Competency	Novice Learner 1	Intermediate Learner 2	Competent Learner 3	Advanced Learner 4
<p><b>1. In working to create a shared understanding with the speaker, active listeners consider the lens through which the speaker speaks and the lens through which the listener listens.</b> Those lenses may have many components, including the history of the parties, the context in which the conversation takes place, the relative power dynamic of the parties, their gender, race, culture, or other aspects of their identity, and any personal experiences that may affect how they communicate. Taking into consideration these lenses is critical to accurately decoding the meaning of the speakers' words and emotion.</p>	<p><i>RARELY considers the speaker's lens and his or her own lens to work towards creating a shared understanding.</i></p>	<p><i>SOMETIMES considers the speaker's lens and his or her own lens to work towards creating a shared understanding.</i></p>	<p><i>OFTEN considers the speaker's lens and his or her own lens to work towards creating a shared understanding.</i></p>	<p><i>CONSISTENTLY considers the speaker's lens and his or her own lens to work towards creating a shared understanding.</i></p>
<p>2. Active listeners may provide nonverbal cues to demonstrate attention, understanding, responsiveness, and empathy. To engage the speaker in the ongoing conversation and follow respectful conversation pacing and collaboration, active listeners may use open, natural body language, reflect the speaker's emotions, employ silence, and maintain or break eye contact.</p>	<p><i>RARELY makes effective use of nonverbal cues to demonstrate active listening.</i></p>	<p><i>SOMETIMES makes effective use of nonverbal cues to demonstrate active listening.</i></p>	<p><i>OFTEN makes effective use of nonverbal cues to demonstrate active listening.</i></p>	<p><i>CONSISTENTLY makes effective use of nonverbal cues to demonstrate active listening.</i></p>
<p>3. Active listeners may provide verbal feedback to demonstrate attention, understanding, responsiveness, and empathy. Active listeners may reflect back to the speaker, paraphrasing and restating the speaker's words, meaning, and feelings. Active listeners may ask for additional information, using elaboration, clarification, and repetition</p>	<p><i>RARELY makes effective use of verbal feedback, as appropriate, to demonstrate active listening.</i></p>	<p><i>SOMETIMES makes effective use of verbal feedback, as appropriate, to demonstrate active listening.</i></p>	<p><i>OFTEN makes effective use of verbal feedback, as appropriate, to demonstrate active listening.</i></p>	<p><i>CONSISTENTLY makes effective use of verbal feedback, as appropriate, to demonstrate active listening.</i></p>
<p>4. Active listeners <b>only move to respond or problem-solve where</b> only after fully exploring, and ultimately understanding, the speaker's meaning.</p>	<p><i>RARELY waits to respond or problem-solve until fully understanding the speaker's meaning.</i></p>	<p><i>SOMETIMES waits to respond or problem-solve until fully understanding the speaker's meaning.</i></p>	<p><i>OFTEN waits to respond or problem-solve until fully understanding the speaker's meaning.</i></p>	<p><i>CONSISTENTLY waits to respond or problem-solve until fully understanding the problem</i></p>